**LANARKSHIRE RAPE CRISIS CENTRE**

Privacy Statement

It is essential that everyone accessing LRCC support feels safe to do so. LRCC aims to create a safe space for survivors to share and work through their experiences. It is vital that service users have absolute confidence that their information will not be shared without consent outside the organisation and for you to know what information we hold on people accessing the service and what we do with this information. Your worker will go through this document with you explaining what information we hold, how we use this information and what your rights are.

**Information we hold:**

* In the initial referral, forms containing identifying information such as name, address, contact telephone numbers and nature of referral.
* Once a referral has been made to the service, we then allocated each referral with a unique ID number. This information is contained on a secure, electronic file.
* All contact with service users is then recorded on LRCC’s secure database, using a unique ID number.
* When a service user has been allocated a worker for regular support, short notes will be recorded of each session and added to the secure database.
* Once service users have exited the service, we archive all data and hold this in archive for five years from exiting date.

**Ways we will use your information:**

* Information that service users share with their worker remains confidential within the Centre.
* Workers will share information with other colleagues when debriefing after a session and in support & supervision. This is to ensure that workers are providing the best support service to service users and to provide support to workers.

Information provided about LRCC’s work to funders, partners, or as part of training, may include anonymised information about service users and their experiences. This **will not include** any information that could identify an individual service user and will only be shared where necessary and appropriate.

Identifiable information about a service user will only ever be disclosed out-with LRCC with the service user’s explicit consent for necessary purposes i.e. to make a referral. There are some exceptions to this where we have a legal duty to share information, although we would always try to seek consent and keep service users informed:

* Child & Adult Protection
* If a service user told us they were at risk of causing serious harm to themselves or others

**Your Rights: You have the right to:**

* **Access** your personal data and supplementary information**.** Service users can do this by completinga Right to Access Request form, once this has been received your information must be disclosed to you within four weeks.
* Have your personal data **rectified** if it is inaccurate or incomplete.
* **Erasure,** which is also known as ‘**the right to be forgotten’**. The broad principle underpinning this right is to enable service users to request the deletion or removal of personal data where there is no compelling reason for its continued processing.
* **Restrict processing** - you have a right to ‘block’ or suppress processing of personal data. When processing is restricted, LRCC is permitted to store the personal data, but not further process it. LRCC can retain just enough information about the individual to ensure that the restriction is respected in future. *You may not wish us to keep secure notes on the database for example.*

LRCC’s legal basis for processing and storing your information under the **General Data Protection Regulation** (GDPR) is **consent**. This means that you have real choice and control over how we manage and use your data. You can withdraw your consent at any time.