



PRIVACY STATEMENT

When you request information from the Rutland Centre DAC, sign up to any of our services, or engage with us on our website, Rutland Centre DAC may obtain and process information about you.

This statement explains how we look after that information and what we do with it.

We have a legal duty under the Data Protection Acts 1998 and 2003, to prevent your information falling into the wrong hands. We must also ensure that the data we hold is accurate, adequate, relevant and not excessive. Additionally we are obliged to ensure that we use your information only for the purposes for which we gathered it initially. ***Please note that we are currently working towards compliance with the new General Data Protection Rules (GDPR) which will apply from May 2018. This means that this statement will change in the interim months as we adjust our processes here at Rutland Centre DAC.*** We are committed to ensuring your data is as safe as possible and we are taking a risk adverse approach to ensure our compliance.

Normally the only information we hold comes directly from you or your designated Rutland Centre Clinician. Whenever we collect information from you, we will make it clear which information is required in order to provide you with the information or service you need. You do not have to provide us with any additional information unless you choose to. For example, you may be asked to give personal information during the assessment process, during admission, while you are in treatment and then when you enter our aftercare program. Similarly if you attend some of our one day workshops or events you may be asked to give limited personal information and also if you ring with an enquiry we may require your name and phone number.

We store your information securely on our computer system or in paper files, we restrict access to those who have a need to know, and we train our staff in handling the information securely. The steps we take to ensure your personal data is safe include but are not limited to;

- ✓ Secure storage of all files with a third party provider
- ✓ Shredding of physical items containing personal data by a third party provider
- ✓ Secure levels of access among staff members so that only those who need to have access to your information do so
- ✓ Systems and policies that regularly review how we perform all aspects of this duty
- ✓ Secure IT systems and cyber security provided by a third party provider

Most of our services are delivered to you directly so there is limited need to pass your details on to any other person(s). However, there are times where we may have to pass your details on to another professional or professional organisation who may be involved in your care. The professional party that we pass this information on to may hold additional information about you as well. We will always tell you when we pass your information on to another professional or professional organisation.



Very occasionally, we may also like to contact you in future to tell you about other services we provide, about events we are hosting that you may like to attend, and ways in which you might like to support the Rutland Centre. We will always aim to provide a clear method for you to opt in and to opt out. You can also contact us directly at any time to tell us not to send you any future marketing material. The ways in which we currently do this include but are not limited to post, email and text. ***Please note that as we develop our compliance with GDPR we will be re-examining our consent procedures. This means that we may contact you so that you give us or decline us your consent to be contacted for this purpose and in this way.***

You have the right to a copy of all the information we hold about you (apart from a very few things which we may be obliged to withhold because they concern other people as well as you). To obtain a copy, please submit your request in writing along with the appropriate fee and we will ensure that we meet our obligations. You can get more information on how to make a data access request from the Office of the Data Protection Commissioner. ***Please note that under the incoming GDPR rules, this system is changing; a fee will no longer apply and you will be entitled to receive your information within a shorter timeframe. (from May 2018)***