

Privacy Notice - Splitz Support Service: Positive Relationships Gloucestershire – For Service Users

Why we collect and use your information:

Splitz Support Service is the Data Processor, under contract, on behalf of Gloucestershire County Council for the personal information we collect from you. Once we receive a referral, we will collect and use your personal information to contact you and provide you with our services, perform research and monitoring activities on our services and interventions, and we will share your information with statutory or multi-agency partners where relevant and necessary, as relating to issues of safeguarding. Under Article 6(1)(f) of the GDPR, this information has been collected and stored for the purposes of legitimate interests.

The information we collect about you:

Splitz Support Service will collect only the personal information we need to perform our functions. We will collect your name, phone, email and physical address, date of birth, as well as details of your children and partner or ex-partner where it is identified as relevant to service provision and safeguarding. We will also ask for relevant background information regarding your relationship and any criminal history, as well as any other professional organisations you are currently or historically involved with. We may also ask for some additional non-personal information.

How we use your information:

Splitz Support Service will use the information about you to provide you with our services, to provide you with information relating to our services and all other services which we believe to be relevant to you.

We will also use your data to better understand the services we provide and to help us build those services for the future. We may also use your data to identify if our services are fulfilling our legal obligations.

How long we keep your information for:

Splitz Support Service will keep your personal data up until the end of our contract with Gloucestershire County Council at which time any relevant data should be returned back to Gloucestershire County Council or deleted. We are required to keep your information to provide any information regarding safeguarding concerns as well as to help shape our service through research and monitoring.

Who we share your information with:

The personal information we collect about you will mainly be used by our staff to support you and your partner/ex-partner. We will never sell or share your personal information with organisations so that they can contact you for any marketing activities.

Splitz Support Service may share your information with our multi-agency partners on issues relating to safety. We will ask for your consent to share this information by signing a confidentiality document in initial assessment, unless we are required to by law.

Your personal data may also be shared with regulatory and statutory bodies who assess Splitz Support Service performance and contracts, as well as where required by law, such as to prevent and detect crime or fraudulent activity.

Your rights:

Right to withdraw consent:

You have the right to withdraw your consent to Splitz Support Service having any direct contact or engagement with you. To do this, please splitz@splitz.org or write to us at Data Protection Officer, Splitz Support Service, Oak House, Epsom Square, White Horse Business Park, Trowbridge BA14 0XG.

Please be aware that there may be some situations where we are still allowed to keep and use your information, even when you have withdrawn consent.

Access to your information:

You have the right to request a copy of the information we hold about you. If you have any requests about your personal data you can write to us at Data Protection Officer, Splitz Support Service, Oak House, Epsom Square, White Horse Business Park, Trowbridge BA14 0XG.

Correction of inaccurate information:

You have the right to request that Splitz Support Service correct information that you believe is inaccurate or incomplete. You may not always be able to change the information. However, we will correct factual inaccuracies and may include your comments in the records.

The right to be forgotten (erasure):

You have the right to request that Splitz Support Service delete your information when there is no compelling reason for us to continue using it. Please be aware that in certain situations we are still allowed to keep and use your information, even when you request that it should be erased.

The right to object:

You have the right to object to us using your information if you feel we have used it outside the remit of our tasks. Please be aware that in certain situations we are allowed to still use your information if there are compelling legitimate grounds to do so.

Using your rights:

If you wish to use any of these rights, or wish to contact us regarding this information, please contact us using one of the methods below:



In Writing:

Data Protection Officer
Splitz Support Service
Oak House
Epsom Square
White Horse Business Park
Trowbridge
BA14 0XG



Email:

splitz@splitz.org

Making a complaint to the Information Commissioner

If you wish to make a complaint about how we use your personal data to the Information Commissioner's Office, you can contact them by visiting their website at <https://ico.org.uk/> or by calling 0303 123 1113.