

Stepwell Privacy Notice

Here at Stepwell we take your privacy seriously and will only use your personal information when necessary. We do this to provide services that will support you and help us work in partnership with you.

We only ask for the information we need. We always let you decide what you're comfortable telling us, explain why we need it and treat it as confidential. We might use the following:

- ▶ your name and contact details - so we can keep in touch with you
- ▶ details about issues that may be causing you problems
- ▶ information such as your gender or ethnicity

If you don't want to give us certain information, you don't have to. For example, if you want to stay anonymous we will not record any personal information at all, however not providing your details can affect the service and support we are able to provide for you.

When we record and use your personal information we:

- ▶ only access it when we have a good reason
- ▶ only share what is necessary and relevant
- ▶ never sell it to anyone

We handle and store your personal information in line with the law.

Legal Basis for Handling Personal Data

The main reason we hold and handle your personal data is to allow us to work within the contracts that exist to let us support people.

We only access your information for other reasons if we really need to - for example:

- ▶ to get feedback from you about our services
- ▶ to help us improve our services

All staff accessing data have had data protection training to make sure your information is handled sensitively and securely.

When we share your information with other organisations

With your permission, we might share your information with other organisations to help support you better or to monitor the quality of our services.

Organisations we share your data with must also store and use your data in line with data protection law.

Sharing information to support you

If you ask us to act on your behalf we might need to share some of your information with other organisations - we will always tell you when we do this.

Our funders might ask us to share management information about our clients to make sure the service(s) you receive satisfies their terms of contract. This will generally not include personal data about you.

We might choose to use your information for research purposes - for example, to create case studies and statistics for our research. If we use it in this way, your personal details will always be anonymised.

If we refer you to another organisation, we might share information about you with them, so they can help you more quickly. We will only refer you on to organisations with your permission.

If we're concerned about yours or someone else's safety

If something you've told us makes us think you or someone you know might be at serious risk of harm, we could tell the police or social services - for example if we think you might hurt yourself or someone else.

Storing your information // if you contact us face to face

When you work with us face to face, we will record your information, correspondence and notes onto our client database.

We keep your information for 1 year beyond the terms of the contract governing the work we have done with you.

If you contact us by phone or email

Phone calls between you and Stepwell are not recorded. Notes taken may be stored within your client file. Emails are stored within our office email system. A copy of these emails may be saved in your paper and electronic files.

Contact us about your data

You can contact us at any time and ask us:

- ▶ what information we've stored about you
- ▶ to change or update your details
- ▶ to delete your details from our records

Please email us at dataprotection@stepwell.org.uk

