



GDPR & Confidentiality policy

INTRODUCTION

PMACTIVE has a legitimate and lawful need to collect and process personal data in order to deliver its services. In doing this we recognise our legal and moral obligations to process that data securely and ensure that it is only accessed and retained where there is justifiable reason for doing so.

COLLECTING DATA

There are 2 ways in which PMACTIVE is given access to personal data.

1. When you (the service user) give it to us directly. For example, personal information that you submit through our website or by the completion of a service registration form.
2. When we obtain it indirectly from a third party. Your personal information may be shared with us by third parties with whom we work including, for example, a referral partner.

The UK General Data Protection Regulation ("GDPR") recognises that there are sensitive categories of personal information which require more protection, such as health information. We may need to collect and/or use these special categories of personal information (for example, we may need to know your health information in order to safely deliver our services). We will only use such special categories of your personal information where there is a clear need and valid reason to do so and where the GDPR (or other applicable data privacy law in the UK) allows us to do so. Before we collect any special categories of your personal information, we will make it clear what information we are collecting and the purpose we are collecting it for.

HOW WE USE YOUR DATA?

We may use your personal information for the following purposes:

- To provide safe and relevant services, products or information you have requested
- For the purposes of reporting to our partners, i.e. those who fund our activities or those who may have referred you to us.
- To answer your questions and communicate with you
- For staff training and quality control
- To satisfy legal and contractual obligations which are binding on us, for example in relation to regulatory, government and/or law enforcement bodies.

- From time to time we may also use your information to support the promotion of our services to other users and potential funders. Where we do this we will seek your consent to do so.

HOW WE KEEP YOUR DATA AND PERSONAL INFORMATION SAFE

1. Personal details are kept strictly confidential and are only accessible to authorised members of staff. This means that hard copy data (i.e. that on paper) is locked away and access restricted to only those who need it. Electronic data is protected by passwords and encryption where appropriate.
2. All staff must observe PMAActive's GDPR & Confidentiality policy and will receive appropriate training to enable this.
3. Staff will not discuss individual service users, other than for the purpose of planning or group management.
4. Service users and parents may have access to their records at any time.
5. All employees work under the principle that confidentiality is extremely important and plays a large part in much of the work carried out with our service. However, under no circumstances will any individual in the employment of PMAActive keep confidential any information that raises concerns about the safety and welfare of a child, young person or vulnerable adult.
6. The UN Convention on the Rights of the Child, to which the United Kingdom is a signatory, states that the wishes of a young person will be considered when considering their best interests.
7. Young people, particularly those under 16 years, should be encouraged to involve their parent(s) or guardian(s) in decisions about their health and care. If a young person chooses not to do this, their wishes should be respected. The only exception to this is where a young person is at risk.
8. From time to time it may be appropriate and beneficial to share information about a young person with other agencies on issues other than those that come under the umbrella of child protection. It is important in these circumstances that protocols are established to cover procedures for initiating referrals, exchange and security of information, confidentiality, responsibilities, and accountabilities. The rights of the young person should be preserved wherever possible.

RETAINING DATA

As standard we will retain your data for 2 years after your provision ends. We do this to satisfy reporting requirements placed upon us. There may be circumstances where we are required by the terms of a contract to retain your information for longer. Where this is the case you will be notified of this.