



GFI Confidentiality policy

Going For Independence is committed at every level and in all aspects of the service it offers to providing a confidential service for customers.

Information will be treated in the utmost confidence and will not be divulged to anyone outside the organisation except in accordance with the requirements of the General Data Protection Regulations (GDPR) where extenuating circumstances exist.

No personal information about a customer will be given to any third party even if the person is a member of their family.

What this policy covers

In accordance with the Data Protection Act and the GDPR 2018, this policy gives you information about how Going For Independence treats any personal information received from customers.

What is personal information?

Personal information is defined as information about you that is personally identifiable such as your title, name, address, email address and phone number.

The only time we'll use your details is to email or post information to you from time to time about our services. However we will only do so if you have given us permission to do so having opted in on one of the data collection forms, or signed an agreement for us to do this.

We respect your privacy and will not rent, sell or share personal information about you with other people or non-affiliated companies.

Information collection and use on the website

We collect visitor information in the following sections of the Going for Independence web site:

* **Contact Us** - If you send us an enquiry via the email form we'll use your details to respond to your request/comments.

At our Inclusive Art Workshop sessions we may take photographs and we have a specific Photo- Consent form and statement. – see Appendix A.

Accessing your data

You have the right to request a copy of the personal information we hold about you. Please note that, in accordance with the Data Protection Act, a £15 admin fee is

applicable. For further information, please contact us using the email form or email info@goingforindependence.org.

Exceptions:

In certain circumstances and in accordance with our Safeguarding policies, Going For Independence reserves the right to break confidentiality should this be deemed necessary. These circumstances include:

- If the customer discloses information that may indicate a risk to children or vulnerable adults
- If the customer gives information which indicates that a crime has been committed
- If the customer gives information which indicates a possible terrorist threat.

Use of client information for training purposes:

Examples of enquiries may be used for training purposes but any details which enable identification will be changed.

Record keeping, statistics, evaluation and monitoring

1. Client Records

- Any written client records will be kept securely.

2. Letters or online messages

- Any letters, photos or printed online messages will be kept securely.
- If a letter, photo or online message is received which we would like to use in publicity, we will seek the permission of the writer to ensure that they are happy for us to do this. Information about a client will never be used for publicity purposes unless consent has been obtained (see above).

3. Data Analysis

- Data will be collected to assist in planning, marketing and supervision, and in connection with our contractual undertakings.
- Data collected for the sole purpose of enabling us to evaluate and monitor the service we are offering will not contain personal information.
- In some instances, Going For Independence may wish to make information available to public bodies and the media about the work we do, the kind of enquiries we are taking and the situations they deal with. In these cases composite or fabricated case histories will be used and will be identified as such.

4. Making the Confidentiality policy known

- All staff will be given a copy of the policy when they join Going For Independence CIC.
- We will ensure that all staff are trained and able to give information about the Confidentiality Policy if asked.

This policy applies to all paid employees and volunteers of Going For Independence CIC. All new staff will be given training in its application at induction and we will take steps to ensure that existing staff understand its application. The policy will be reviewed annually.

5. Data Protection and GDPR 2018

Going For Independence complies with the current requirements of the Data Protection Act and will comply with the General Data Protection Regulations (GDPR) from 25th May 2018.

As a not-for-profit organisation, the activities and processes of the Going For Independence Community Interest Company are exempt from notification to the Information Commissioners Office (ICO).

GFI will:-

- only process the information necessary to establish or maintain membership or support;
- only process information necessary to provide or administer activities for people who are members of the organisation or have regular contact with it;
- only share the information with people and organisations necessary to carry out the organisation's activities. only keep the information while the individual is a member or supporter or as long as necessary for member/supporter administration

Policy updated February 2018
P Bennett MD

Appendix A

Group and Activity **Date**

Name	Photo-consent signature
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By signing this form you confirm that you have read and understood the GFI Photo Consent Statement overleaf and agree to sharing your pictures, comments and stories as part of Going For Independence's promotional work and if applicable, potentially also allowing the media to use this material.

GFI Photo Consent Statement

Going For Independence has been fortunate to receive donations and Big Lottery funding to run its varied programmes of Inclusive Art and Social Activity Workshops.

In order to provide evidence of our work and to communicate its positive impact for promotional and fundraising purposes, we need to ask you for feedback on the impact of our work and to take photographs of the activities in progress from time to time. Going For Independence may edit interviews and use specific quotes, and will have copyright and ownership of the photographs.

Please note:- We will always check with participants at the time if they agree to our taking pictures and show them the pictures we have taken to ensure they are happy with them.

Photography and interviews involving participants may be used in media activities including leaflets, website, press releases, newspapers, radio and TV.

By completing this form you agree to sharing your pictures and stories as part of Going For Independence's promotional work and potentially also allowing the media to use this material. We will store your consent form securely in accordance with the Data Protection Act 1988, the new GDPR Regulations and Going For Independence's Data Protection Policy, (available on request).

Please sign the relevant form on the previous page to agree that your photos and comments can be used in media work for Going For Independence.

If you have any questions or would like any more information please contact Pam Bennett or Sophie Bishop at Going For Independence, by phone on 01287 204204 or at one of the workshop sessions.

Thank-you for helping us show the positive difference our work is making.

I have read and understood the statement above.

By signing the form I give Going For Independence the right to use my photographs, interviews and feedback on their website, in leaflets and in media articles without time limit.