Privacy notice for clients

South Yorkshire Sexual Violence Partnership (SYSVP) provides the Independent Sexual Violence Advocacy (ISVA) service across South Yorkshire. The nature of our work means that the confidentiality and security of your personal information is extremely important.

What information we collect, how and why

In order for SYSVP to deliver a service which is effective, safe and efficient, we will collect and use the following personal information (or data):

- Your name
- Your date of birth
- Your contact details
- Your emergency contact and GP details
- Any health or care needs

In most circumstances, if you are under 18 years of age, we will require the consent of your parent or guardian to collect this information as well as their contact details.

We also collect and record some non-identifiable data, such as your gender, ethnicity and any vulnerabilities, which allow us to monitor the impact of our work and to measure our reach. We also collect information about the nature of an individual's experience of sexual harm, this is recorded as non-identifiable data to evidence the impact of our work.

We will record the work that we do, including the contact we have with you and with third parties on your behalf; this is essential as it allows us to provide a safe, effective and efficient support service.

Sharing Information

SYSVP shares anonymous data with our service commissioner and funders, but will not share any personal information which could identify you without your consent (or your parent/ guardian's consent if you are a child) **unless** we are required to in order to safeguard you, or someone known to you, or a Court orders that we do.
In these circumstances, we will inform you of the information to be shared (unless this creates a risk for us or for you).

The lawful basis for SYSVP processing your data

Our lawful bases for SYSVP collecting, or using personal information, to provide services is that of consent. This means that we only hold your personal information if you agree for us to do so.

Referrals made through our secure on-line form will only be accepted from a third party where an individual has given explicit consent to their information being provided to us.

We also receive information about victims of sexual harm directly from the police through automatic data transfer. This information is provided on the basis of 'public task' so victims may have not given their explicit consent to us being provided with this information. However, we will only process this data where we have sought explicit consent from the individual concerned.

Your Rights

At any time, you can request:

- a copy of the records we hold which relate to you
- that any inaccurate or incomplete personal data is amended
- that your information is deleted

If you make such a request, we will respond without undue delay and in any event within one month of our request.

How long we keep client information

In line with recommendations and guidance which relate to the nature of our work and your rights, we will retain your personal information for 75 years after your last contact with our service. At this point all identifiable data will be securely deleted.

How to contact us

To discuss any of the above or if you have concerns about the way in which we have dealt with your information, please contact the South Yorkshire ISVA Service manager by emailing SYSVP@bsarcs.org or by calling 01226 320140.

If we do not meet expected standards or you are unhappy with our response, you may complain to the Information Commissioner's Office on 0303 123 1113 or by following this link https://www.ico.org.uk/make-a-complaint