

What is a ‘Privacy Notice’?

A “privacy notice” is a statement issued by an organisation which explains how personal and confidential information about service users, staff and visitors is collected, used, and shared. This may also be called a privacy statement, fair processing statement or privacy policy. This privacy notice is issued by Alternative Futures Group as a Social Care Provider and covers the information we hold about the people we support (PwS). A separate privacy notice is available for information we collect about staff.

Who are we and what do we do?	Why have we issued this privacy notice for People we Support?
<p>Alternative Futures Group Limited is a Charity that provides support to adults with a Learning Disability or Mental Health challenge. We provide support to people in the Community and across a number of Treatment and Recovery Centres. We are monitored by a number of different organisations including:</p> <ul style="list-style-type: none"> • The Charity Commission (CC) • Care Quality Commission (CQC) • The Information Commissioners Officer (ICO) <p>Our Registered Managers / Healthcare professionals are also regulated and governed by professional bodies.</p> <p>AFG acts the Data Controller in respect of the personal information we hold about you.</p> <p>Contact Details: Post: Exchange Station, Core 2, Tithebarn Street, Liverpool, L2 2QP Email: ASK@AFgroup.org.uk Phone: 0151 489 5501</p>	<p>By issuing this privacy notice, we demonstrate our commitment to openness and accountability. We recognise the importance of protecting personal and confidential information in all that we do, and take care to meet our legal and other duties, including compliance with the following:</p> <ul style="list-style-type: none"> • Data Protection Act 2018 • Human Rights Act 1998 • Access to Health Records Act 1990 • Health and Social Care Act 2012, 2015 • Copyright Design and Patents Act 1988 • Computer Misuse Act 1990 • Common Law Duty of Confidentiality • Social Care Records Guarantee for England • International Information Security Standards • Information Security Code of Practice • Records Management Code of Practice • Accessible Information Standards • General Data Protection Regulations 2018
What information do we collect?	How do we collect your information?
<p>The information that we collect about you may include details such as:</p> <ul style="list-style-type: none"> • Name, address, telephone, email, date of birth and next of kin. • Any support provided to you • Health appointments, hospital attendances and home visits • Details and records of treatment and care, notes, and reports about your health, • Other relevant information from people who care for you and know you well, such as health professionals, relatives. 	<p>Your information could be collected in a number of different ways. This might be from a statutory care needs assessment, or assessments that AFG complete with you and/or your family or advocate. This may be information from healthcare professionals you have seen, or other people who provide, or have provided support to you.</p>

<ul style="list-style-type: none"> We may also collect other information about you, such as your sexuality, race, or ethnic origin, religious or other beliefs, disability or require any additional support with appointments (like an interpreter or advocate). <p>AFG will use your contact details to communicate with you by post or email through your support team.</p>	
<p>Why do we collect your information?</p>	<p>How do we keep your information safe and maintain confidentiality?</p>
<p>We collect personal and confidential information to support the delivery of appropriate care and support. This is necessary in order to enter a legitimate contract to provide you with high quality care. We must keep records about you, your health, and the care that we provide, or plan to provide to you. It is important for us to have a complete picture as this information enables us to ensure you receive the right care to meet your individual needs.</p> <p>The lawful basis under which we process your data is Contract, processing your data is necessary to fulfil the contract to provide care and support to you. Your data will be provided to us from the Authority commissioning your support.</p>	<p>Under the Data Protection Act 2018, strict principles govern our use of information and our duty to ensure it is kept safe and secure. Your information may be stored within electronic or paper records, or a combination of both. All our records are restricted so that only those individuals who have a need to know the information can get access. This might be through the use of technology or other environmental safeguards.</p> <p>All our staff are required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared.</p> <p>AFG has a senior person who is responsible for protecting the confidentiality of your information and enabling appropriate sharing. This person is known as the Caldicott Guardian, and within AFG this role sits with our Chief Operating Officer for Mental Health.</p>
<p>How do we use your information and why is this important?</p>	
<p>We will only process your personal data where the processing can be legally justified under UK law. These include circumstances where the processing is necessary for the performance of our contracts to with Commissioners to support you, or for compliance with any legal obligations which applies to us as your support provider. Some examples of this are</p> <ul style="list-style-type: none"> Review the care provided to ensure it if the highest standard possible Ensuring our services are planned to meet your needs. <p>AFG do not use automated decision-making processes.</p>	
<p>Do we share your information with anyone else?</p>	
<p>To help provide you with the best possible care, sometimes we share your information with others. Any disclosures of personal data are always made on a case-by-case basis, using the minimum personal data necessary for the specific purpose and circumstances and with the appropriate security controls in place.</p>	

<p>We will not disclose any information to third parties which can be used to identify you without your consent or a valid legal reason to do so. The categories of recipients of personal data are suppliers who provide, host, and maintain our IT systems and software.</p> <p>All information sharing with third parties is covered by a sharing agreement to ensure that only relevant information is shared, and this is done in a secure way which complies with the law.</p>	
International Transfers	Mandatory Information Sharing
<p>We outsource a limited number of administration and IT support services to external organisations. These companies are based within the European Economic Area and all services are provided under specific contractual terms, which are compliant with UK data protection legislation. Only organisations with a legitimate requirement will have access to your information and only under strict controls and rules.</p> <p>We will not sell your information for any purpose and will not provide third parties with your information for the purpose of marketing or sales.</p>	<p>Sometimes we are required by law to disclose or report certain information which may include details which identify you. However, this is only done after formal authority by the Courts or by a qualified health professional.</p> <p>We may use the information we hold about you to detect and prevent crime or fraud. We may also share this information with other bodies that inspect and manage public funds.</p> <p>There may also be occasions when AFG is reviewed by an independent auditor, which could involve reviewing randomly selected employee information to ensure we are legally compliant.</p>
How long do we keep your information?	
<p>Your information is kept in accordance with the Records Management Code of Practice 2021(for Health and Social Care). This is available at https://www.nhs.uk/information-governance/guidance/records-management-code</p>	
What rights do you have?	Raising a concern
<p>Under the Data Protection Act 2018, you have the right to find out what information organisations hold about you.</p> <p>These include the right to:</p> <ul style="list-style-type: none"> • be informed about how your data is being used • access personal data • have incorrect data updated • have data erased (if it is incorrect) • stop or restrict the processing of your data • data portability (allowing you to get and reuse your data for different services) • object to how your data is processed in certain circumstances <p>You also have rights when an organisation is using your personal data for:</p> <ul style="list-style-type: none"> • Automated decision making (without human involvement) • Profiling, to predict your behaviour or interests 	<p>You have the right to make a complaint if you feel unhappy about how we hold, use, or share your information.</p> <p>If you have any queries or concerns regarding the information that we hold about you or have a question regarding your privacy, please contact the Company Secretary who is AFG's Data Protection Officer:</p> <p>Post: Exchange Station, Core 2, Tithebarn Street, Liverpool, L2 2QP Email: dataprotectionofficer@AFgroup.org.uk Phone: 0151 489 5501</p> <p>If you remain dissatisfied following the outcome of your complaint, you may then wish to contact the ICO:</p> <p>Post: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF Web: https://ico.org.uk/concerns/ Phone: 0303 123 1113</p>

<p>There are exceptions to these rights.</p> <p>How can you get access to the information that we hold about you?</p> <p>Under the terms of the Data Protection Act 2018, you have the right to request access to the information that we hold about you.</p> <p>If you would like access to your Support Records, please submit a Subject Access request (SAR) to the Subject Access Team via email to subjectaccessrequest@afgroup.org.uk</p>	<p>You can also find details of our registration with the ICO online here: https://ico.org.uk/ Our ICO registration number is Z7337956</p> <p>Please note that the ICO will not normally consider an appeal until you have exhausted your rights of complaint to us directly. Please see the website above for further advice.</p> <p>A copy of this privacy notice is also available via our public website: https://afgroup.org.uk/</p>
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This leaflet is available in large print, Braille, easy read, on audio tape and in other languages on request. If you require an alternative edition, please contact: The Marketing and Communications Team.

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