



# DATA PROCESSING STATEMENT TO CLIENTS

Reviewed September 2024

## Document Properties

Date	Author	Comments	Approved / Modified By	Anticipated Next Review Date
20240319	A.T.	Initial Release		By end 2025

## The Purpose Of This Document

As someone referred to AHIMSA, we're committed to informing you about the information we hold about you and how we store, process and retain it. We want to make sure we're transparent about this and that we fulfil our legal obligations under legislation including the Data Protection Act 2018 and the UK's General Data Protection Regulations.

It's important you read and understand this document so that you are aware of how and why we are using your information.

## The Kind Of Information We Hold About You

Personal data, or personal information, means any information about an individual from which that person can be identified directly or indirectly. It does not include data where the identity has been removed (anonymous data which we might use for producing statistics). There are special categories of more sensitive personal data which require a higher level of protection.

We collect, store and use certain categories of personal information about you which are necessary to deliver our services, compliance and more sensitive personal information which might relate to keeping yourself or others safe. We also need to maintain case files for training and review purposes, for accreditation and quality assurance.

## How Your Personal Data Is Collected

We collect personal information directly from you and also from partners we work with such as Government departments, public authorities and agencies. This information may be stored on paper, or in digital form.

## How We Use Your Information

We'll only use your personal information when the law allows us to – using it when it's necessary to do so for the purposes of one or more of our functions and removing it when that's no longer necessary. Most commonly, we'll use your personal information where:

- It's necessary to deliver, improve or safeguard one of our services.
- It's necessary for the purposes of the prevention, investigation, detection or prosecution of criminal offences.
- It's necessary for the purposes of an ongoing civil or Family Court investigation.

We'll also process your personal data to:

- check the data we hold about you is accurate and up to date.
- produce anonymous statistics.
- conduct research which benefits our services.

## Data Sharing

We may in some circumstances and where the law allows, share your data with third parties, including:

- Government departments.
- Public authorities and law enforcement agencies in the UK.
- Partner agencies.

We work with a broad range of multi-agency partners, both statutory such as social services, Police, GP's or non-statutory, such as Domestic Abuse support services, mental health providers, drug and alcohol services etc.

We share information with both statutory and non-statutory agencies in order to safeguard, or prevent an escalation in risk to either a child, vulnerable adult or where we deem you to be at risk. When you first meet with your worker they will talk you through our **Confidentiality and Information sharing agreement**, which we will ask you to sign that you understand and agree to. You can request a digital copy of this also for your records.

## Transfer of information outside the UK

AHIMSA is a UK charity and as such as we do not transfer personal information outside the UK for processing. We also perform due diligence to ensure none of our partners do either.

## Data Security

We have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information we collect about you. In addition, we limit access to your personal information to those persons, or agents who have a business or legal need to do so.

Our third-party service providers will only process your personal information on our instructions or with our agreement, and where they have agreed to treat the information confidentially and to keep it secure.

We treat the security of your data very seriously. We have strict security standards, and all our staff and other people who process personal data on our behalf get regular training about how to keep information safe. We have put in place procedures to deal with any suspected data security breach and will notify you and the regulator of a suspected breach where we are legally required to do so.

## How Long We'll Use Your Information

We aim to retain your personal information for only as long as it is necessary for us to do so for the purposes for which we are using it. We may also need to retain your personal information for statutory or legal purposes for up to 7 years.

We may need to retain your personal information where it's subject to an ongoing criminal, civil or family Court case in order to assist investigations.

During this period we may also use your information to improve the services we offer, train our staff, maintain or achieve accreditations or comply with external audits.

In some circumstances we'll anonymise your personal information so that it can no longer be associated with you, in which case we will use such information without further notice to you.

It is important that the personal information we hold about you is accurate and current. You need to keep us informed about any details which may have changed.

## Your Rights

Under normal circumstances the law gives you the right to:

- Be provided with information about the collection and use of your personal data.
- Request access to your personal information (commonly known as a subject access request) — enabling you to know what personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you.
- Request erasure of your personal information — this enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it — this does not apply where we are legally obliged to process your personal information, or it's subject to an ongoing legal process.

As part of our security measures, we sometimes need to ask for specific personal information from you to help us confirm your identity and validate your right to access the information, or to exercise any of your rights.

## Data Processing Statement to Clients

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By law, we do not have to comply with the exercise of your rights where they are likely to prejudice the prevention or detection of crime or cause risk or harm to people connected with our services. We may also restrict those rights where necessary and proportionate to avoid obstructing an official or legal inquiry, investigation or procedure, or avoid prejudicing the prevention, detection, investigation or prosecution of criminal offences.

You will not have to pay a fee to access your personal information or to exercise any of the other rights but we are allowed under the law to charge a reasonable fee if your request for access is manifestly unfounded or excessive. Alternatively, we can refuse to comply with the request in such circumstances.

## Contacting AHIMSA or Making A Complaint

We want to make sure we provide you with a clear process if you need to complain. You can find a copy of our complaints policy on our website at <http://www.ahimsa.org.uk> or we can provide you with a printed copy at your request.

In the first instance, please contact the AHIMSA Data Protection Officer at our office address, or alternatively you can email [DP@ahimsa.org.uk](mailto:DP@ahimsa.org.uk) if you prefer.

If this does not resolve your query, then you should follow the AHIMSA Complaints Policy.

If you consider that the data protection matters have not been fully resolved by the AHIMSA complaint process you can submit your complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.