

GDASS

Gloucestershire
Domestic Abuse
Support Service

Your information

This leaflet is about the information we collect about you, how we use it and your information rights.

Please read the GDASS privacy notice on our website for more detail or ask a staff member for help if you are unable to access our website.

www.gdass.org.uk

Who we are

Gloucestershire Domestic Abuse Support Service (GDASS) is a county-wide service designed to reduce the level of domestic abuse and improve the safety of victims and their families.

We operate in all districts offering a variety of support programmes for women and men over 16 years old who are experiencing domestic abuse.

Gloucestershire Domestic Abuse Support Service (GDASS) is delivered by GreenSquare Group on behalf of Gloucestershire County Council.

Your information

Why we keep information about you

We have a duty to keep accurate records whenever we provide you with support or other services, such as providing information, assessing your needs or helping you to plan the support you need. We keep your information confidential, secure and up to date.

What information we collect and how we use it

We only collect information necessary to carry out our legal duties under the Care Act 2014 and other laws. We record your name and contact details as well as other information relevant to your support needs.

How long we keep your information

In most cases, we will only keep your information for six years after we close your record.

Who we share your information with

We only share your information on a 'need to

know' basis as required by the Data Protection Act 2018.

We may need to share information with other individuals and organisations working with you so that everyone understands your circumstances and needs.

Information may be transferred between GDASS and Gloucestershire County Council, on whose behalf we provide our services.

Your consent

We will ask for your consent to share your information with other individuals and organisations and explain:

- what information we want to share and why;
- who we will share it with; and
- what not agreeing to share your information could mean for you (for example, it might limit the support we or other people can offer).

Sometimes we are legally required to share your information even without your consent, for example, when:

- we believe there is a risk of serious harm to you or someone else;
- we are required to by the courts; or
- the police want information related to a serious criminal investigation.

If you are not able to make decisions about sharing your information, decisions can be made by your authorised representative.

For example:

- someone who holds a registered power of attorney given by you; or
- a Deputy appointed by the Court of Protection.

If you don't have an authorised representative, the professionals involved in your care may decide that sharing information is in your best interests. They will take the views of your carers and family into account.

Your information rights

The Data Protection Act 2018 gives you rights over your information.

You have the right to withdraw your consent to share information, although in some circumstances we are still allowed to keep and use your information. To withdraw your consent, contact the Data Protection Team in writing.

You have the right to ask for a copy of your information. Someone else can make a request on your behalf, but we will only release information to them if you give us your written consent to do so, or the person:

- holds a registered power of attorney given by you; or
- is a Deputy appointed by the Court of Protection.

You also have the right to request that we correct information you think is incorrect, request that we erase the information we hold about you and the right to object to us using the informant. You may not always be able to use these rights if there is a good reason for us to refuse your request.

You can ask for information by contacting us

In writing:

Information Compliance Manager
GreenSquare Group, Methuen Park,
Chippenham, Wiltshire SN14 0GU

By email:

data.protection@greensquaregroup.com

By telephone:

01249 465465

You can contact GDASS directly using the contact details below.

By email:

support@gdass.org.uk

By telephone:

01452 726570

The Information Commissioner's Office

The Information Commissioner's Office (ICO) can provide independent information about your rights. You can also make a complaint to the ICO if you are concerned about how we have used your personal information.

Contact the ICO

By phone:

0303 123 1113

Online:

<https://ico.org.uk/global/contact-us/>

GDASS

Gloucestershire
Domestic Abuse
Support Service

