

Information about you

Hello!

All of Abianda's services for young women are **confidential** services. Our priority is keeping you safe and providing a service that is respectful of your wishes and your personal information.

This form tells you all about:

1. the Rescue and Response service and who we work in partnership with;
2. the information we hold about you and what we do with that information;
3. when and why we would have to break confidentiality and how we would do this; and,
4. who else has access to the information we hold information about you.

Rescue and Response

Is a service for London young people aged up to 25 who might be involved in, or affected by, county lines. The service is made of different organisations, these are:

- Abianda
- Safer London
- St Giles Trust
- LB Brent

Each organisation does something different. Abianda works only with young women who are referred into the service.

Rescue and Response was set up to help young people to be safe and free from harm and to increase awareness and understanding of county lines.

We work closely with these partners so that we can help each other to give the best possible support to young women.

Information we hold about you

The law says that we must ask for your agreement to hold your personal information and explain to you why and how we use it. For us to work with you, the law means we must have your agreement that you are happy for us to hold this information about you.

We hold the following personal information about you:

When you are referred into the service, we will receive information about you that includes:

1. Your name, email, address and phone number so that we can contact you;
2. Your address and postcode to identify locations that are safe for you, and just in case we need to take action to keep you safe in your home or in an emergency;
3. information about your gender, sexuality, ethnicity, faith, age, and disability so we can make sure that all young women can access our service;
4. concerns of the professionals around you and how they think you might be affected by county lines (you might not agree with this - that's ok);
5. if/how you have been involved with social services; other services that you may be involved with; what might be going on for you at the moment and why you have been referred to Abianda.

While we are working with you, other professionals may also give us information about you and your circumstances, if they think we need to know this in order to keep you safe and to provide an effective service.

While we are working with you, we will keep session records of our work together and also keep a record of any issues that occur that may mean you are unsafe or there is a risk you will come to harm.

Confidentiality

'Confidential' means that any information shared with someone in trust can only be passed on to someone else with the agreement of the person disclosing it.

This means that what you say in our services will not be shared with anyone else if you do not want it to be.

How will we store information about you?

All of our records and information about you is kept on secure, password protected and encrypted computers. As much as possible we try and make sure that the information we hold about you will not be linked to you. On Abianda computers, we do this by removing your name and personal information from most of our records about you.



If we have to share information about, we will do this via secure email to ensure that no one else can get access to these emails apart from the person we have sent it to.

On Rescue and Response, we also record information about our work with you on a system called ECINS. This is confidential too, but there are some bits of information that automatically get shared with the rest of the R&R team. This will only be information that is already known and shared with the professional network or other services. This includes:

- If you go missing (this would probably already have been repeat to the police)
- When we last had contact with a professional in the team around you (care home, social worker, teacher etc)
- Date we last saw you in person
- If you have stopped working with us and the reason why
- If your social worker/support worker has changed
- If we have attended a professionals meeting in order to support you and what we have agreed to do (we would share this with you too)
- Any big changes in your life, like change of school or address. This also might include when you experience difficulties like being arrested or losing someone you care about
- If you have a social worker, YT worker or probation officer

Who else will we share your information with?

On ECINS, other professionals who do not work with Abianda, could search your name if they wanted to see if you were being supported by any other service. However, even if they did this, they would not be able to see any of your personal information.

Our project partners at LB Brent work really closely with us. They work 'behind the scenes' to support you and to get what you need from other services. These partners are called Project Coordinators and Analysts - they will be able to see the information that gets put on your referral form and some of the updates we put on ECINS. BUT they will not be able to see the details of sessions and conversations.

Apart from that our personal information can only be seen and used by Abianda staff and will not be shared with other organisations without your explicit permission, or unless we have to break confidentiality as part of our duty to keep you safe.

Your Abianda worker will give brief updates to their manager at Abianda. This is to make sure that they get supported to give you the best possible service.

Your Abianda worker will update the person who referred you about your attendance and, with your permission, give them an update on general progress and successes. They will not share any specific details of your discussions in order to keep the service confidential for you.

With your permission, your Abianda worker will also talk to your referring agent about any worries that they might have about you that they might be able to help with, like support with housing, education, counselling, going to appointments with you, and difficulties you might be facing in your life generally.

We will use evidence from our work together (monitoring and evaluation data) to prove that our services are effective. This will be shared with funders of the service and used in external reports and evaluations and on our website. You and other young women will never be identified.

Breaking confidentiality

Apart from what we have talked about above, we do not share your information with anyone without consent unless the law and our policies require us to do so. There are some rare occasions when we will have to share information that you give us and break the confidentiality agreement we have with you. This will need to happen when we have a legal duty to keep you safe and we are concerned:

- that you may come to harm;
- that another child, young person or adult may come to harm;
- or that a serious crime is going to be, or has been, committed;
- If you are carrying a weapon in the session.

We would share the information with your referring agent in the first instance, and sometimes with social services and/or the police. In most cases we will tell you that we are going to share the information, but sometimes we may not be able to in order to keep you or others safe or to respond quickly. Where possible we will keep you informed and include you in decisions about how and when we share information about you.

What are the legal requirements that we keep this information about you?

Abianda must meet its data protection obligations under the General Data Protection Regulation (“GDPR”) and the Data Protection Act 2018. We are required under the GDPR to notify you of the information contained in this privacy notice.



Under the GDPR, there are six data protection principles that Abianda must comply with. These require that the personal information we hold about you must be:

- Processed lawfully, fairly and in a transparent manner.
- Collected only for legitimate purposes that have been clearly explained to you and not further processed in a way that is incompatible with those purposes.
- Adequate, relevant and limited to what is necessary in relation to those purposes.
- Accurate and, where necessary, kept up to date.
- Kept in a form which permits your identification for no longer than is necessary for those purposes.
- Processed in a way that ensures appropriate security of the data.

Abianda is responsible for, and must be able to demonstrate compliance with, these principles. This is called accountability.

Collecting young women's information



Whilst the majority of information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

How long will we store your information for?



We hold your data six years after you finish working with us, unless there is a legal requirement for us to hold the information for a longer period of time.

We will regularly review whether the information we hold about you is correct, and we will update our records if necessary.

You have the right to be removed from our records. If you would like to be 'forgotten', you must make this request in writing. We will inform you when we have removed your details from our records. In some situations we may not be allowed to remove you from our records for legal reasons. This will be explained to you and we also will provide details about the information that can and can't be removed and why.

Requesting access to your personal data

It is **your right** to see your records if you want to. You must request this in writing.

Under data protection legislation, young women have the right to request access to information about them that we hold. To make a request for your personal information, contact our Data Protection Ambassador and they will explain how you can do this.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance.

Contact

If you would like to discuss anything about how we store and handle your personal information, please contact our Data Protection Ambassador as follows:

Claire Kelly, Unit 2K, Leroy House, 436 Essex Road, London N1 3QP

t: 020 7686 0520

e: claire@abianda.com

Has this document been explained to you in a way that you understand?		Yes	No
Do you agree to us storing and sharing your information in the way we explain in this document?		Yes	No
Your signature:		Date:	
Abianda worker signature:		Date:	