

0. INTRODUCTION.

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0. INTRODUCTION.

This “**Adult SERVICE USER (Privacy Notice Supplement)**” contains the “**Adult SERVICE USER**” **Data Collection Disclosure Tables** and is an intrinsic part of our “**GENERAL Privacy Notice**” and should at all times be read together as a single and combined Privacy Notice.

1. DATA COLLECTION DISCLOSURE TABLE.

1. Adult SERVICE USER (referral process)	
INFORMATION CATAGORY	WHAT Data We Collect
Our Office Locations:	Liverpool, Sefton, Birkenhead
Referrer of Service User:	Referral date, Service requested, Agency details, Telephone Number(s), Email address, Referrers Full name.
Service User:	Personal details: e.g. Name, Telephone Number(s), Email and Physical Address's, Date of Birth, First language, Interpreter required.
Communications Approval:	e.g. Post, Voice mail, Text message.
Service user Previous Convictions:	Yes/No
Perpetrator:	e.g. Name, Relationship to Service User.
Incident:	Notes pertaining to the incident, Assault details.
Legal status:	Actively reporting an incident/Already involved in the criminal justice process.
Other services Involved:	Contact details, etc.
Special Circumstances:	e.g. Learning or physical difficulties, Substance misuse, Mental health issues
WHY we collect (the above):	To provide you with the services and/or information you have requested. To get in touch with you about any questions related to your submissions. To keep a record of our relationship with you. To process your data in connection with internal reporting and analysis. To comply with our legal obligations.
Our LEGAL BASIS for processing is:	
Primarily:	Legitimate interest.
Secondary:	Article 6: Consent (Specific Condition: Article 9 (2)a – Consent) Due to some data collected may contain Special Category Data: e.g. Race, Religion, Sexual Orientation and Health Information.
We SHARE this data with:	RASA Merseyside (Counsellors ISVAs and volunteers), Police, Court Services. MASH (Multi Agency Safeguarding Hub). (Professional and legal bodies)
Data RETENTION PERIOD:	Seven Years from closure.

2. Adult SERVICE USER (assessment process)	
INFORMATION CATAGORY	WHAT Data We Collect
<p>Service User: Personal details: e.g. Name, Telephone Number(s), Email and Physical Address's, Date of Birth.</p> <p>Communications Approval: e.g. Post, Voice mail, Text message.</p> <p>Referrer of Service User: e.g. Name.</p> <p>We SHARE this data with: Internally, and possibly MARAC, Domestic Violence Support. (Professional and legal bodies)</p>	
<p>Service user Previous Convictions: Yes/No</p> <p>System Identification: e.g. DPMS (Data Performance Management System) ID & Code.</p> <p>Incident: e.g. Crime reference details, Incident date/s, Location, Police notification, Assault details, etc. MARAC (Multi-Agency Risk Assessment Conference) Reference number. MACSE (Multi Agency Child Sexual Exploitation) Reference number.</p> <p>Immediate Risk factors: e.g. Domestic abuse, MERIT Risk, MARAC Referral, etc.</p> <p>Perpetrator: e.g. Name, Gender, Address, Domestic violence, Contact Issues, etc.</p> <p>Legal situation status: e.g. Police involment, Awaiting CPS decision, etc.</p> <p>Support networks availability: e.g. Personal, Professional, etc.</p> <p>Service User Dependants: e.g. Gender, Date of birth, School, Social care involvement, etc.</p> <p>Service Details: e.g. ISVA, Counselling, etc. Support commencement date.</p> <p>Incident impact: Wellbeing: e.g. Anxiety, Mental health, GP Details etc.</p> <p>Wellbeing (Questionnaires): PHQ-9 (Depression), GAD-7 (Anxiety), Events Impact (Stress) Questions.</p> <p>WHY we collect it: To screen for the presence and severity of Depression, Anxiety, and PTSD</p>	
<p>WHY we collect (the above): To provide you with the services and/or information you have requested. To get in touch with you about any questions related to your submissions. To keep a record of our relationship with you. To process your data in connection with internal reporting and analysis. To comply with our legal obligations.</p> <p>Our LEGAL BASIS for processing is:</p> <p>Primarily: Legitimate interest.</p> <p>Secondary: Article 6: Consent (Specific Condition: Article 9 (2)a – Consent) Due to some data collected may contain Special Category Data: e.g. Race, Religion, Sexual Orientation and Health Information.</p> <p>We SHARE this data with: RASA Merseyside (Counsellors ISVAs and volunteers), Police, Court Services. MASH (Multi Agency Safeguarding Hub). (Professional and legal bodies)</p> <p>Data RETENTION PERIOD is: Seven Years from closure.</p>	

3. Adult SERVICE USER (counselling process)	
INFORMATION CATAGORY	WHAT Data We Collect
Pre-counselling (Questionnaire): Anonymous and Voluntary	e.g. Wellbeing questions of feelings.
WHY we collect (the above): Our LEGAL BASIS for processing is: Primarily: We SHARE this data with: Data RETENTION PERIOD is:	To see how well our services work, to feedback to our funders, and to fundraise for the future. Article 6: Consent (Specific Condition: Article 9 (2)a – Consent) Due to some data collected may contain Special Category Data : e.g. Race, Religion, Sexual Orientation and Health Information. Internally, Our funders. Seven Years from closure.
Equality Act 2010 Monitoring (Questionnaire):	e.g. Age, Ethnicity, Religeon or Belief, Disability, Sexual Orientation, Gender Identity, etc.
WHY we collect (the above): Our LEGAL BASIS for processing is: Primarily: We SHARE this data with: Data RETENTION PERIOD is:	To enable us to offer diversty and to prevent discrimination. Article 6: Consent (Specific Condition: Article 9 (2)a – Consent) Due to some data collected may contain Special Category Data : e.g. Race, Religion, Sexual Orientation and Health Information. Internally Only. Seven Years from closure.
Case Notes:	Various case notes from counselling process.
WHY we collect (the above): Our LEGAL BASIS for processing is: Primarily: Secondary: We SHARE it with: Data RETENTION PERIOD is:	To provide you with the services and/or information you have requested. To keep a record of our relationship with you. To process your data in connection with internal reporting and analysis. To comply with our legal obligations. Contract. Article 6: Consent (Specific Condition: Article 9 (2)a – Consent) Due to some data collected may contain Special Category Data : e.g. Race, Religion, Sexual Orientation and Health Information. Internal Only Seven Years from closure.
Audio Recordings (Voluntary):	e.g. Audio recordings of the counselling session/s.
WHY we collect (the above): Our LEGAL BASIS for processing is: Primarily: We SHARE it with: Data RETENTION PERIOD is:	To help with the professional development of our counsellors. Article 6: Consent (Specific Condition: Article 9 (2)a – Consent) Due to some data collected may contain Special Category Data : e.g. Race, Religion, Sexual Orientation and Health Information. Internal Only 30 Days

4. Adult SERVICE USER (leaving process)	
INFORMATION CATAGORY	WHAT Data We Collect
Closing case study:	Brief case study notes comprising of counsellors name, service provided and outcomes achieved
WHY we collect (the above): Our LEGAL BASIS for processing is: Primarily: Secondary: We SHARE this data with: Data RETENTION PERIOD is:	To see how well our services work, to feedback to our funders, and to fundraise for the future. Contract. Article 6: Consent (Specific Condition: Article 9 (2)a – Consent) Due to some data collected may contain Special Category Data: e.g. Race, Religion, Sexual Orientation and Health Information. Internal Only 30 Days
Post-counselling (Questionnaire): Anonymous and Voluntary	e.g. Ratings questions of our support service.
WHY we collect (the above): Our LEGAL BASIS for processing is: Primarily: We SHARE this data with:	To see how well our services work, to feedback to our funders, and to fundraise for the future. Article 6: Consent (Specific Condition: Article 9 (2)a – Consent) Due to some data collected may contain Special Category Data: e.g. Race, Religion, Sexual Orientation and Health Information. Internally, Our funders.
Merseyside Police and Crime Commissioner (Questionnaire): Anonymous and Voluntary	e.g. General wellbeing questions.
WHY we collect (the above): Our LEGAL BASIS for processing is: Primarily: We SHARE this data with: Data RETENTION PERIOD is:	To see how well our services work, to feedback to our funders, and to fundraise for the future. Article 6: Consent (Specific Condition: Article 9 (2)a – Consent) Due to some data collected may contain Special Category Data: e.g. Race, Religion, Sexual Orientation and Health Information. Internal Only Seven Years from Closure

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2. CHANGES TO THIS PRIVACY NOTICE.

We recognise that transparency is an ongoing responsibility so we will keep this privacy statement under regular review.

This privacy notice was last updated on 15th July 2024.

For the latest version of this and all of our Privacy Notices and Supplements visit <https://www.rasamerseyside.org/privacy>