



Your Sanctuary  
15a Monument Way East  
Woking  
Surrey GU21 5LY  
01483 776868

## **Privacy Information - Consent to hold personal data**

Your Sanctuary is committed to protecting our clients' personal data and to ensure that it is treated in a confidential and sensitive manner. We adhere to the General Data Protection Regulations (25<sup>th</sup> May 2018) that set out your rights with regards to your personal information.

During your engagement with our service we will record relevant and necessary personal and sensitive information such as contact details, notes of meetings held between you and your key worker, a risk assessment, and your support plan (this list is not exhaustive). This data will be stored in a secure environment (either electronically and/or in paper files).

Under normal circumstances we will securely retain these records for a period of 6 years after the end of your engagement with us. You can request that we retain this information for longer than 6 years at the time that you exit our service.

You have the right to see the data that we hold about you. You can put in a written request addressed to the Data Protection Lead at the address above. Your Sanctuary must provide this information to you in a printed form within 30 days of receiving your request.

You have the right to withdraw your consent for us to hold your data at any time and you can make your request either verbally or in writing to:

Data Protection Officer  
Your Sanctuary  
15a Monument Way East  
Woking GU21 5LY

If you are not happy with the way in which we have handled your personal information you have the right to put in a complaint with the Information Commissioners Office - their website address is [ico.org.uk](https://ico.org.uk)

## **Sharing your data**

Although we are committed to ensuring that your data is held securely and that confidentiality is maintained there are exceptions to this principle.

If we have concerns about your safety, that of your child/ren, our staff or volunteers then it may be necessary to appropriately share relevant data with other agencies - normally statutory agencies such as the police or social care.

We will, if possible, inform you that we intend to share your data and we will tell you what data we intend to share. We will ensure that when we share the data it is done in a secure and confidential manner that respects your rights and privacy, and adheres to our data protection and confidentiality policies.