

What if I don't want to share my information?

You can give us permission not to share your information. This will not stop you from receiving help but might limit how we are able to support you. To help you decide, we will discuss with you how this might affect our ability to provide you with support, and any other options available to you.

What rights do I have?

You have the rights to ask for a copy of your records, or request that your records be corrected if they are wrong. You can also ask us to change or remove information on you if this information is causing you harm or distress.

What rules we must follow when we share personal information?

- Where we need to share your personal information we will do this in line with the law (Data Protection Act 2018).
- We will ask for your permission to do this, whenever possible, and we will make a note of whether you have agreed. We will tell you why we need to share your information, who we will share it with, and the purpose for which it will be used.
- We will only share information that is relevant for these purposes.
- We will make sure your information is kept safely and is only seen by the staff who is supposed to see it.
- We will take care that safe measures are used when it is sent to other organisation.
- We will not keep your personal information for longer than necessary (this period will vary according to the purpose for which it is being held).

COMPLAINTS

If you are not happy with the way MRSN have used your information or are not happy with the service you have received please contact the staff working with you or the service manager.

Why do we need to share your personal information?

If we are providing a service to you we may need to ask you for some personal information. Personal information is any piece of information that identifies you. This could include your name, address, immigration status and other personal details etc.

This information will be used to help us work out what support you need. Using your information will allow us to work with others who can also provide you with support.

Who will we share your information with?

We might share your information with others if this information is needed for them to arrange support to meet your needs.

Seeking your consent.

When we need to gather and share your information we will require your permission. We will apply safe measures to ensure we keep your information secure and confidential.

When might we share your information without asking you first?

- We must share your information by law if we believe there is a serious risk to you or somebody else if we do not share the information.
- We feel there is a good reason to share your information e.g. if a serious crime has been committed or we have child or adult protection concerns.
- We might also share information with our funders who require information for monitoring, evaluating and statistical purposes.

If your information is shared without asking you first, we will record we have shared and why we have shared your information.

We will also let you know what we have done, and why, if it is reasonable and safe to do so.