

Information sharing key points

- ▶ You will be given a 'privacy notice', about how we hold and process your information
- ▶ You will have information sharing explained to you
- ▶ We will only share information where there are clear reasons for doing so, connected to the work we are doing with you
- ▶ We will ask for your consent to share information outside of this organisation. We will also remind you at regular intervals about information sharing and check with you about your consent
- ▶ We will either obtain your consent in writing (signing a form) or verbally which we will then make a note of on our records
- ▶ You can remove your consent to share information at any time (you may need to sign something to do so)
- ▶ We will only share information where there are clear reasons for doing so, connected to the work we are doing with you
- ▶ When we share information we will be professional and will only share with the person, or people, that need to know
- ▶ We will only share information which is necessary to share. It will be relevant, accurate and shared securely
- ▶ Sometimes we have to share information, even without your consent, for example if we consider that you or someone else is at risk of significant harm
- ▶ All information that we hold about you is stored securely
- ▶ You have the right to request to see information that we hold about you
- ▶ You have the right to request that our records are amended, if they are wrong
- ▶ You have the right to request that we delete records of our work with you once you have left a service as long as we no longer need to hold it for a lawful reason under data protection law

Please ask a worker if you want to see the full policy on Information Sharing, or our Data Protection policy

This leaflet outlines how we store personal and sensitive information and this fully complies with the new General Data Protection Regulation.

Further questions?

Email dpo@ymcadlg.org

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YMCA
DOWNSLINK GROUP

Information sharing at YMCA DLG

This leaflet explains why
we may need to share your
information and how we do it



What you need to know

In our work with you we may need to share some of your information with others. This may be between team members, with another team at the YMCA, or with outside agencies or professionals.

Why share?

- ▶ to enable us to work with you
- ▶ so you don't have to repeatedly tell your story to different YMCA services
- ▶ to keep you safe

We need to keep a record of the work we do together to make sure we are doing what we agreed to do, and that we are helping you meet your goals. If we don't have records of who we work with and what we are doing with them, we would soon make mistakes and let you down. We don't want to do that.

We may need to share so that you can have the right support from us, or external agencies (like making a referral for specialist support). This will also mean you don't have to repeat this information to each worker you meet.

If you do not want your information shared, or you don't want a particular agency or person to know something, then please discuss this with your worker who can talk through if this is possible.

We will also share if we think doing so will keep you or someone else safe from significant harm.

Information sharing at this YMCA operates on some clear principles called 'key points' which you can find on the back page of this leaflet.

We understand that your information is important to you, so please ask your worker if you have any questions. You can also contact us using the email below if you have any questions or concerns.

feedback@ymcadlg.org

You will have been given information by us about what personal information we need to keep in order to work with you. This information is called a 'privacy notice' and explains in more detail about how we follow current data protection law. Please refer to it for further information about how we hold and process your information.

Sharing to keep someone safe – it could be you!

Sometimes we have to share information even without your consent.

The law requires all professionals to share information where someone is at risk of significant harm (including you), or if a serious crime has been (or is about to be) committed.

We will try to speak to you about this and support you, but there can be times where we have to share and we haven't been able to make contact with you safely before we have to share.

Some examples of the agencies we share information with are: advice centres, local authority services, Jobcentre plus, Doctors, Social Care, Wellbeing Service, other Mental Health services, and other specialist services you may need to access.

