



## **Irish Advocacy Network Ltd Data Privacy Statement**

This Privacy Statement is specific to clients who engage our peer advocacy services seeking one-to-one support, participate in training delivered by the Irish Advocacy Network and/or persons who provide personal information through our phone or email systems. We do not collect personal data from our webpage.

### **Introduction**

At the Irish Advocacy Network CLG., we respect your right to privacy. Therefore, all information that we hold concerning you as an individual will be held and processed by us strictly in accordance with the provisions of the Data Protection Acts 1988 and 2003. The Data Protection Acts set out the principles that the Irish Advocacy Network must follow when processing your personal data.

By engaging the services of the Irish Advocacy Network, you are agreeing to our use of any information provided, for the purposes of providing you with a service, assessing the needs of our client base, assessing and developing our service and compiling reports.

The type of personal information or data that we store may include your name, telephone number, email address, catchment area, mental health facility you contact us from, age and gender. We do not record DOB, medical records, or specific to the South of Ireland, address of any client we work with. Explicit to our service provided in the North of Ireland we often have a record of the address of clients to enable us to conduct our work in the community. To enable us to provide our peer advocacy services to clients we do record some details in order to help us remember and proficiently address the nature of the advocacy business requested or engaged. In order to hold this information and protect the identity of peer advocacy clients, we minimize what we collect (eg; location, the main points discussed with a client, any follow up action required etc). During face-face interactions with peer advocates this information is collected, hand-written as hard copy with no personal identifiable information of peer advocacy clients recorded. When you contact our office by telephone or email, we record your name and contact details. In the event direct advocacy is required this information will be passed on to our Peer Advocacy staff. This information is recorded on a 'Call Log'. Details captured in the Call Log are archived under an encrypted computer filing system.

In the event we transfer your details to a peer advocate through email. We firstly ask that the peer advocate acknowledge receipt of this information. The office administrator archives the email for a period of up to 1 year. If no further interaction is needed the email is then deleted. The peer advocate informs the office administrator when they have engaged contact with the client then deletes the email from their computer system. Ideally, the deletion of these emails should happen within several days. The Call Log will record this sequence of events. In the unlikely event we have recorded your personal details beyond the minimal requirement and maintained it in hard copy, this will be kept under lock and key in line with our Data Retention and Erasure Policy.

We will never share your information externally without your explicit permission being sought and received, unless we are compelled to do so by law. We will never sell any personal data you submit to us to a third party.

We will only capture the information we need to provide a service to you, and we will only use your information for the purpose asked and permissions granted.

We will hold your information securely and responsibly.

**Belfast Office:** Graham House, Knockbracken Healthcare Park, Saintfield Road, Belfast BT8 8BH

**Head Office:** Tannery Building, 53 – 56 Cork Street, Dublin 8, DO8 14403

Tel: +353 (0) 1 872 8684

**Company Registered No:** 396641

**Charity No:** CHY 14403

