



Devon & Cornwall SARC
Sexual Assault Referral Centres

**Fair Processing Notice
Information**

www.sarchelp.co.uk

Telephone number 0300 303 4626



2

Other formats

If you need this information in another format such as audio tape or computer disc, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

The Devon and Cornwall Sexual Assault Referral Centres (SARCs) provide services to people who have been affected by sexual assault or abuse, both recently and in the past. The Devon and Cornwall SARCs are committed to maintaining the confidentiality and rights to privacy of all our service users and we take our responsibilities for data protection seriously. We collect personal information to help us provide and manage services for our service-users. This leaflet explains what information we collect and how it is processed, transferred and stored, in line with General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

What information will we collect from you?

In order to provide the best service for you, the Devon and Cornwall SARC and professionals you come into contact with at the SARCs (such as crisis workers, doctors and nurses) will keep records about the care, treatment and support that you receive. This may include:

- Basic details such as name and date of birth
- Your contact details such as your address, phone number, and email address
- Details of people attending the SARC with you for your appointment
- The reason you have attended the SARC, including details of what has happened to you
- Notes and reports about your physical or mental health and any forensic interventions which we may undertake during your time at the SARC
- Results of any tests we undertake at the SARC
- Information about the onward referrals we make to other support and healthcare services, including your GP, sexual health and on-going support services

- Other details about you, such as ethnicity, religious beliefs and sexual orientation where you are happy to provide these details
- Any feedback you provide

Why do we collect this information about you?

We need to keep records about the healthcare and services you receive whilst you are at the SARC. This helps ensure that you receive the best possible care and support from us. If you have reported what has happened to the police, this information will also help to support their investigation.

Information we collect may be used to:

- Assess your needs and make decisions about your care
- Make appropriate referrals to other services for you
- Assess the quality of the care we give to you and all our services users
- Investigate any concerns or a complaint you may have about your care
- Assist the police in their investigation, if you have reported it to them
- Prepare statistics (anonymously so you cannot be identified) to review our performance and to plan and develop future services

Who might we share your information with?

We may need to share your information with a range of other organisations to ensure the best care and support can be provided to you.

Information will be shared with the team who are caring for you at the SARC.

The SARC works closely with a number of other organisations and professionals with whom we may need to share information about you. This is to ensure you receive the appropriate healthcare or support services for you. This may include:

- Independent Sexual Violence Advisor (ISVA) services provided by Firstlight
- Sexual health services
- Your GP
- Social care
- Therapeutic counselling services
- Mental health services
- Child and adult safeguarding teams
- Police (if you have reported to them)

We only share information with organisations where it is considered necessary and we will, where appropriate, inform you prior to doing so. We will endeavour to share the minimum amount of personal information required and will use anonymous information where possible.

If you have reported to the Police, we will share information with them to assist in their investigation. This may include us writing and sharing a statement with the Police at a later date. We may also be required to share the information we hold about you with the courts without your consent if we receive a court order from a judge.

Research, training and education

From time to time Devon and Cornwall SARC engages in research to monitor the services that we provide. Research can help to shape policies and help to improve and develop services in the future.

Training future staff is an important part of ensuring we continue to deliver the best services that we can and sometimes medical notes may be used to train doctor and nurses.

If we use information about you as part of our research, training or education, we would always make sure the information is anonymous; this means there will not be any information used that identifies you (such as your name).

When you attend the SARC, we will ask you for your consent to use your information for research, training and education. You can change your mind regarding this at any time.

How do we keep your information safe and secure?

Our staff members are trained to handle your information correctly and securely to protect your privacy. We aim to maintain high standards and regularly check and report on how we are doing. Where we fall below acceptable standards we investigate and report serious incidents to the Information Commissioner's Office (ICO). Everyone working in the NHS signs up to the NHS code of confidentiality and is aware of the high standards we expect them to adhere to when handling your personal information.

What are your rights regarding the information we hold about you?

You have a number of rights under the GDPR and Data Protection Act 2018:

- To be informed why, where and how we use your information
- To ask for access to your medical records information
- To ask for your information to be corrected if it is inaccurate or incomplete
- To ask us to restrict the use of your information in certain circumstances

- In limited circumstances to ask us to copy or transfer your information from one IT system to another
- To object to how your information is used
- To challenge decisions made without human intervention (automated decision making)

There are some exceptions to this however, which include:

- If information has been provided about you by someone else and they have not given their permission for this to be shared with you
- The information is considered to have the potential to cause mental or physical harm to you or someone else

All requests must be made in writing to Devon and Cornwall SARC. We will require you to provide proof of identity before we can disclose your personal information.

You can contact us on 0300 303 4626 or visit www.sarchelp.co.uk

Postal address:

Devon and Cornwall SARC
Unit 4 Kew Court
Pynes Hill
Rydon Lane
Exeter
EX2 5AZ

Further information about GDPR, the Data Protection Act 2018 and how Northern Devon Healthcare NHS Trust process and use personal information can be found on the trust website: www.northdevonhealth.nhs.uk/about/declarations/privacy-notice

If you have any concerns about the way personal data is handled by Devon and Cornwall SARC, you should contact Northern Devon Healthcare NHS Trust Data Protection Officer:

Data Protection Officer
North Devon District Hospital
Munro House
Raleigh Park
Barnstaple
EX31 4JB

Tel: 01271 322577

Email: ndht.dpo@nhs.net

The Information Commissioner's Office (ICO) is the body that regulates Data Protection. If you are not satisfied with our data protection officer's response or believe we are not processing your personal data in accordance with the law you can complain to the ICO:

Information Commissioner's Office
Wycliffe House Water Lane
Wilmslow
SK9 5AF

Tel: 0303 123 1113

Web: <https://ico.org.uk/concerns>

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern, call 01271 314090 or email: ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of the staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

Northern Devon Healthcare NHS Trust
Raleigh Park, Barnstaple
Devon EX31 4JB
Tel. 01271 322577
www.northdevonhealth.nhs.uk