

Pause St Helens

Keeping your information safe and private

Introduction



So you're thinking about taking part in the Pause programme in St Helens...

...this document explains:



- how we will use your information
- how we will keep your information safe and private
- your rights

Why do we need your information?



Your local council gave us some information about you because we need to know who is eligible to take part in the programme



We will use this information to contact you and speak to you about whether you want to take part in the Pause programme

The programme is voluntary – **you don't have to take part if you don't want to**



If you do sign up to the Pause programme, we will ask you to give us some more information about yourself so that we know how best to support you

What information do we need?

To understand if you could take part in the programme, we need to know:



- your name and contact details
- your age and ethnicity
- brief details about your needs
- the number of children that have been removed from your care (but we do not need to know your children's names)

If you sign up to the Pause programme we need to know:



- your basic details (e.g. emergency contacts)
- what your past and current needs are, including health needs
- what your current commitments are (e.g. work, education or volunteering)

As you work through the programme, we will collect details about your progress



When you complete the programme, you can decide if you want to keep in touch with us – if you do, we will keep collecting details about your progress, but **you can ask us to stop doing this at any time**

How do we keep your information safe?



The law says that we have to keep your personal information safe



Your personal information will be kept on our secure online database and computer system



Nobody can see it except people who work for Pause in your area, or people who look after our database and computer system



We will delete your information 10 years after your last contact with us



Your information will stay in the UK

Who do we share your information with?



We will share your information with people and organisations that you tell us we can share it with e.g. to find out more about the support you need

You can also tell us if there are people or organisations that you **don't** want us to share your information with



There may be times when we have to share your information with someone so that we can keep you (or someone else) safe



Sometimes we may need to share very brief information about you with the people who look after our computer system (e.g. when we need technical support)

What are your rights?

You have the right to:



- know how we are using your information
- ask to see the information we have about you
- change any of the information that is wrong
- make sure the information is up to date
- ask for your information to be deleted if we don't need it anymore
- ask that certain people don't see your information

Contacting us

If you have any questions or complaints, you can contact us in the following ways:



- Speak to your Pause Practitioner
- Call us on 01744 673390
- Email us on pause@sthelens.gov.uk
- Write to us at Pause St Helens, 6-8 Tickle Avenue, St Helens, WA9 1RZ

If you want to complain about the way we are looking after your personal information, you can contact the Information Commissioner:



- By phone – 030 123 1113
- Via live chat – <https://ico.org.uk/global/contact-us/live-chat>
- Via their complaints form – <https://io.org.uk/make-a-complaint/>



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