

## **NCAN Referral System Privacy Notice**

Your privacy is very important to us at Norfolk Community Advice Network (NCAN). We hold and process information to allow us to advise and assist you with your problem or case.

Our Privacy Promise to you:

- We will keep your information secure and confidential
- You are in control of how we use your information – you can opt in or out or change your preferences at any time
- We will ensure that our staff, volunteers and system users know how to manage your information appropriately and in line with regulations
- We will not share your information with anyone else unless you give us consent to do so

### **How your information is used**

When you give consent to do so, organisations using the NCAN Referral System send your information to an organisation that they believe is able to give your further or more appropriate support. They do this so that the organisation to which they send the referral is able to make contact with you, and so that they can get a clear picture of your situation and provide you with the correct advice and assistance.

The organisations sending and receiving your information during this referral are required to handle your data in accordance with UK law.

We may also use your information in the form of an anonymous case study or client feedback to let people know about the work that we do and when applying for funding to support our services. If we do this none of your personal details will be included.

### **How we keep your records confidential**

We record your information on our secure referral system.

Whilst we will normally only share information we hold about you with other organisations if you give us specific permission to do so, the exception to this would be if that we believe that we have reasons to share which are so important that they override our obligation of confidentiality (e.g. to prevent someone from being seriously harmed).

### **Your right to access the information we hold you on**

You can ask to see the information we hold on you at any time. We will comply with such a request within 1 month.

### **Your right to rectification**

We take reasonable steps to ensure that the information we hold on you is correct. However, if at any time you think that any of our records are inaccurate please let us know and we will change it. We will also notify other organisation we have shared that information with of any changes that need to be made.

### **Your right to erasure**

We keep your information for 7 years following your last contact with us, unless you ask us to destroy it earlier than this.

You can withdraw your consent for us to hold your data at any time - you can do this verbally or in writing. If you withdraw your consent we will destroy your data within 1 month.

Occasionally we would not comply with a request to destroy the information we hold on you. If this happens we will let you know the reasons why and let you know what you can do if you do not agree with this decision.