

PEOPLE WE SUPPORT PRIVACY NOTICE

Purpose of this Privacy Notice	This Privacy Notice tells you what to expect us to do with your personal information when you are supported by us.
Our Contact Details	Positive Futures 2b Park Drive, Bangor, County Down, BT20 4JZ +44 (0) 28 9147 5720 dataprotection@positive-futures.net
What information we collect and use and why	We collect or use the following personal information about you during your referral and placement with us: • Contact Details (e.g. name, address, telephone number, personal email address) • Date of Birth • Personal Public Service Number • Gender • Contact details for people associated with you and your support.¹ • Bank Account Information • Information relating to your benefit entitlements • Correspondence from your landlord • Correspondence with Office of Ward of Court We also collect the following special category information about you: • Health Information • Your religious beliefs • Your ethnicity • Your sexual orientation Our lawful bases for collecting or using personal information during your referral and placement are:

¹ Example: Person with parental responsibility/next of kin/carers/advocate(s)/Healthcare professionals/HSE named worker/TUSLA named worker

PEOPLE WE SUPPORT PRIVACY NOTICE

	• Consent • Legal obligation • Contract • Legitimate interest Positive Futures has a legitimate interest in processing personal information it collects in order to support you to achieve your goals and to do so safely and effectively.
Where we get your personal information from	We collect your personal information from the following places: • From the person supported directly • People associated with you² • Healthcare providers and professionals³ • Office of Ward of Court • TUSLA • Benefit Agencies
How long we keep information	We will hold records that contain your information for no longer than is necessary, as per the retention periods specified in our Records Retention and Disposal Schedule.
Who we share information with	Your information is shared with the Service Manager and support staff. Our sister company in Northern Ireland provides us with back office support services and if required, your information may also be shared internally on a need to know basis with other support departments. Your information may be shared with external agencies for the purpose of fulfilling our legal, regulatory and contractual obligations. Arrangements under Section 65 of the Health Act 2007 determines that we have a legal requirement to share your information with the

² Example: Person with parental responsibility/next of kin/carer/advocate(s)

³ Example: GP/Social Worker/Hospital/HSE

PEOPLE WE SUPPORT PRIVACY NOTICE

	Health Information and Quality Authority (HIQA) for their audit purposes. Positive Futures uses data processors who are responsible for processing your information on our behalf such as our archiving facility and our support planning software provider.
Automated Decision Making	Automated decision-making only applies to recruitment screening processes.
Data protection rights	Under data protection law, you have rights including: • Right of access – you have the right to ask us for copies of your personal data • Right to rectification – you have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete • Right to erasure – you have the right to ask us to erase your personal data in certain circumstances • Right to restrict processing – you have the right to ask us to restrict the processing of your personal data in certain circumstances • Right to object to processing – you have the right to object to the processing of your personal data in certain circumstances • Right to data portability – you have the right to ask that we transfer the personal data you gave us to another organisation or to you in certain circumstances • Right to withdraw consent – when we use consent as our lawful basis you have the right to withdraw your consent You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

PEOPLE WE SUPPORT PRIVACY NOTICE

	To make a data protection request please contact us using the contact details at the top of this privacy notice.
Transfers of personal data to any third countries or international organisations	We store and process personal data within the European Economic Area (EEA). We use external service providers, including cloud-based systems such as Microsoft 365. In limited cases personal data may be accessed from outside the EEA (for example for support purposes). Where this occurs, appropriate safeguards are in place to protect your data in line with data protection law. As outlined in “Who we share information with”, Positive Futures Northern Ireland provides back office support. The UK is recognised as providing an adequate level of data protection and transfers there are permitted under this adequacy decision.
How to complain	If you have any concerns about the use of your personal information you can make a complaint to us using the contact details at the top of this privacy notice. If you remain unhappy with how we have used your information after raising a complaint with us you can also complain to the Data Protection Commission (DPC) The DPC’s address: 21 Fitzwilliam Square South Dublin 2 DO2 RD28 Helpline number: (01) 765 0100 Website: www.dataprotection.ie/en/individuals/exercising-your-rights/raising-concern-commission