



Privacy Policy

As per the General Data Protection Regulations which come into effect on 25th May 2018, this policy sets out how we use the information we collect about you.

Renaissance is committed to ensuring the information we collect about you is kept confidential and is only used for the purpose of meeting your needs and ensuring you receive the most appropriate support from the service.

What Information Do We Record?

In order to provide an appropriate service, we may need to hold the following information on you (either some or all where appropriate and applicable), and this information will only be accessed by people directly involved in the coordination of providing a service to you:

- Your personal details including name, age, gender, date of birth, address, sexuality, disability status and ethnicity
- Your next of kin or emergency contact details
- Your risk information, including to yourself and others
- Your health information, including past and present medical information, substance misuse information, sexual health information
- Your social situation including relationships with friends and family
- Your employment and financial status
- Whether you are a parent, pregnant, details of any children you have or live with and any involvement with social services
- A record of your sessions with the service
- Any equipment supplied through our Needle Exchange – this information will be used for monitoring purposes and is only available to members of the Needle Exchange team

You can refuse to provide any of the information requested, however this may affect the quality of the service you receive or the service may be withdrawn.

How Long Will We Keep Your Information?

We will keep your information for 7 years after your support ends.



Who We May Share Your Information With and Why

Your information will be made available to Renaissance staff who are directly involved in providing a service to you.

We **may** make your information available to partners if they are directly involved in your care. **We will always try to discuss this with you first.** Please see our separate **Information Sharing** policy.

Should we receive information about you from another organisation, or we share your information with them, we will ensure that the privacy rules of the GDPR apply in each case. Any information obtained will be held safely and securely and when processed will be undertaken within the guidance of this policy.

Where We Use Your Information to Improve our Service

We may use your information to help determine a better service for you or to help us obtain further funding for future projects and services. Should this happen, we will ensure the information does not identify you as an individual.

Right to Request Information and Right to Erasure

You have a right to request sight of the information we hold about you and where information is found to be inaccurate you have a right for this to be corrected.

In certain circumstances, you have the right to have your information erased, or use of it restricted, and you may be able to object to processing as well as the right to have your information transferred to another data controller other than Renaissance. Please see our separate **Right to Erasure** policy.

Should you have any questions regarding this policy, please speak to your service provider in the first instance.