

Policy			
Policy Section	Policy Subject	Date	Review Date
Support Services	Privacy Notice	21/05/2021	21/05/2022

Support Services Privacy Notice

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1. Data we collect and use:

a. Helpline

We collect indirect personal information (city, postcode, age, gender) on our helpline calls regularly for statistical and quality assurance purposes. We will only collect, store and/or use personal information (name and phone number) from individuals with their consent through:

- Direct referrals to our Local Family Support Services
- Direct referrals to our Telehealth, Bereavement and Holding On Services
- Referrals to one of our affiliated partner organisations.

If an individual is referred into one of our support services, they are asked to give their consent (which may be over the phone or in writing) to have their name and contact number logged and passed onto one of our practitioners to make initial contact through a phone call. This information is then stored on our Salesforce CRM system.

We will also collect and use personal information from individuals with their consent for call-backs on our helpline if a) the individual asks for a call-back on call or b) the individual calls outside active helpline hours and leaves a message requesting a call-back.

Staff members responsible for a support service only have permission to view and amend records of individuals in their service. Line managers are able to view these records for operational and quality assurance purposes.

Helpline calls are managed by a member of staff on our secure telephony platform. No personal information is collected on this platform unless a call-back has been issued; this is then deleted after the call is made. Incoming call numbers are hidden and cannot be seen by helpline advisers. Referrals and statistical information is then uploaded into our Salesforce CRM system.

b. Local Support Services

We will have a copy of an individual's contact information (name and phone number) while they attend one of our local support services. This information is held as records on our Salesforce CRM system; these records are updated after each session and information is updated on the individual's situation.

Our practitioners will keep the phone numbers of family members to be able to contact them for sessions and if there are any emergency situations.

As we have a number of local support services, our practitioners will only have access to the personal information of the individuals who attend their respective service.

Local support service staff members are required to clearly explain why we collect personal information from family members and to explain how to contact between sessions or in case of emergency.

c. Bereavement Support Service

We will have a copy of an individual's contact information (name and phone number) through the course of their bereavement sessions. With their consent, we will also share the personal information with the counsellor the individual is assigned to.

The member of staff responsible for the bereavement service will keep an assessment record of each counselling session along with feedback from the allocated counsellor on our Salesforce CRM system.

d. Telehealth and Holding On

We will have a copy of each individual's contact information (name and phone number) through the course of their Telehealth or Holding On sessions. The practitioners will only have access to the personal information of the individual's they are supporting. This information is stored and managed on our Salesforce CRM system.

The practitioners will maintain a record of each individual and will update the record after each session with personal and possibly sensitive information about the individual's situation. The practitioner's line manager will also be able to view these records for operational and quality assurance purposes.

2. Information sharing and disclosure

We may share an individual's personal information with a third party if we believe we must safeguard the individual from potential harm. In circumstances where the individual has given consent, we will lawfully process and disclose the information to the third party i.e. GP, support service or social worker.

If the individual does not consent but is considered vulnerable and requires safeguarding, we may disclose the information in the same circumstances but under vital interest processing.

We will not share any personal information with third parties for direct marketing or fundraising purposes.

3. Data retention

We do not collect personal information on helpline calls (unless it is a referral) with the exception of statistical purposes. Statistics include postcodes, age range, gender, drugs mentioned, relationship of caller to alcohol or drug user and in certain circumstance age, and date of death and drugs mentioned if it is a bereavement call.

If personal information is collected in a helpline call it is always passed to one of our support services where the data retention period is currently one year after collection. It is possible that we may keep the personal information longer if the individual continues with our service after a year.

For our support services we work on caseload management. If the person has finished and left the service their case is marked closed and if they are active in the service their case is marked open. If a case is closed their data is kept for a year after closure.


4. Access to your information

Individuals are entitled to request access to the personal information held about them. We will respond to the request within one month free of charge. Individuals should submit a request to any of the contact details below.

5. How to contact us

Please contact us if you have any questions about our support service privacy notice or information we hold about you:

- Email: info@sfad.org.uk
- Or write to us at: Scottish Families, Edward House 199 Sauchiehall Street, Glasgow, G2 3EX.
- Helpline: 08080 10 10 11 / helpline@sfad.org.uk

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