



## **ALCOHOL INTERVENTION MEDIATION SERVICE (AIMS)** **PRIVACY NOTICE AND YOUR PERSONAL INFORMATION**

In order to provide you with the right support, we need to collect specific information about you. This privacy notice explains what personal information the AIMS project could hold, and how we use your personal information when you use AIMS project services.

### **What information do AIMS hold?**

- Details such as name, address, date of birth, race or ethnic origin, religion or belief, doctor's details and next of kin.
- Information about your health and needs.
- Information about any current and previous support you may have received from AIMS or any other services.
- Information from relevant professionals, family or others who support you, such as school.

### **Why do we collect and store your information?**

We collect and store your personal information to make sure you receive the right support from AIMS. If we don't provide the support you need, with your consent, we will pass your information onto other people who can meet your needs.

### **How we hold information.**

We hold information electronically and/or in paper files. Information can only be seen by the staff allowed to, usually your AIMS worker, Team Manager and Operations Manager. If they need to, other managers at Cyrenians can view your information. Paper files are kept in locked cabinets and only removed when they are being used. Electronic files are password protected.

### **How long does AIMS keep your personal information?**

AIMS will keep your information for as long as you are using the services it provides. If you no longer receive services from AIMS, we will only retain your information in line with legal or regulatory requirements or guidelines.

### **What if your personal information changes?**

You should tell us as soon as possible when your personal data changes so we can keep our records up-to-date and accurate.

**Who do we share your information with?**

No information about you is ever shared with any other agency without your permission, with the exception of when it is necessary to keep you or others safe from harm.

**Your rights to your records**

You have the right to ask for access to any records or information held by us about your care, at any time via a Data Subject Access Request. If you want to see your records, you or an appropriate adult can make a request in writing. Please ask your AIMS Worker about how you can complete this request, and they will provide you with the support to do so.

You also have the right to request deletion or correction of your personal information. If you wish to do this, please discuss your request with your AIMS Worker who will explain the process that you need to follow.

Support from AIMS is only if you want it, so you can withdraw your consent for the use of your information at any time. If you wish to do so, please discuss the reasons for this with your AIMS Worker. This is so you understand what will happen as a result of withdrawing your consent, as support from AIMS may then come to an end.

**Further Information**

Our AIMS worker is there at any time to help and answer any questions you may have about your personal information and how we use it. If you have any questions or concerns, please discuss these with your AIMS worker.

If you are unhappy with the support and help you have received, there is a Complaints, Compliments and Comments form available on the website and from Cyrenians reception at Oakwood House. The appropriate Manager will then look into your complaint.

If you feel that Cyrenians has not complied with your rights with regards to how we handle your personal data, you can complain to the Information Commissioner's Office at <https://ico.org.uk/concerns/handling>.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_