

# DWC General Data Protection Regulation - GDPR

## Privacy Statement

DWC understands your privacy is very important to you and we will do everything we can to protect it.

### The legal reasons we have for processing your data are:

1. Make a decision regarding eligibility for different services/activities/therapies
2. Provide support and guidance through 1-2-1 and or group services/activities/therapies
3. Allow analysis of anonymous data for operational and evaluation purposes for both DWC and Funders
4. Keep you informed

## Your rights

### You have the following rights:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object

## Sharing your data

DWC will not share any of your personal information with funders or any other organisations without your written or verbal permission. Where you have given us your permission, you may withdraw it at any time.

### Everything you tell us will be treated in the strictest of confidence unless:

- The information indicates a serious risk to yourself and or a child or another person may be at risk
- A serious threat is made to a third party or it is noted that another person may be at risk
- Disclosure from DWC is required by law or necessary in the interest of the public

## Storage, retention and deletion

**Your details are stored electronically on our database and on paper which is stored in locked filing cabinets**

Your details will be deleted from our database and files:

### 1. If you have not engaged with us for 5 years;

- a) For counselling purposes records will be held for 6 years
- b) Domestic Violence purposes records will be held for 6 years
- c) Please note that some funders require us to keep information for up to 10 years

### 2. If you wish to withdraw consent, this can be done in any of the following ways:

- a) letter to The Data Controller, Derby Womens Centre, 4 Leopold Street, Derby, DE1 2HE
- b) email: [elainer@derbywomenscentre.co.uk](mailto:elainer@derbywomenscentre.co.uk) (The Data Controller)
- c) in person at reception, between 9.30am and 4.30pm, Monday to Thursday –please note this service is not currently available due to Coronavirus and the Centre being closed. Please use above measures.

## Preferences

You can change your contact preferences with us at any time by sending an email to [elainer@derbywomenscentre.co.uk](mailto:elainer@derbywomenscentre.co.uk) with 'OPT OUT' in the subject field

## Complaint

You have the right to complain to the Information Commissioners Office [www.ico.org.uk](http://www.ico.org.uk) if you think there is a problem with the way we are handling your data