

## Client Documents C2 - Confidentiality, Privacy and Subject Access Requests

### Client Confidentiality and GDPR:

This document explains how we keep your personal information safe when you use SWANs advocacy service. The General Data Protection Regulations (GDPR) requires organisations, including SWAN, to abide by that regulation in order to protect your rights to confidentiality and keep your data secure. GDPR means that Advocates will always treat your confidential, personal, and sensitive information with respect, keep that information safe at all times and not share it unnecessarily or inappropriately, .

**A Privacy Notice** is the legal document (as per GDPR) that explains what organisations do with the information they have about you (your **data**). This document is a short description of how SWAN complies with GDPR . When you receive Advocacy from us we have to collect and keep information about you. This data is kept on a secure client data base and is only accessible by people working for SWAN and who are bound by our confidentiality policy and the GDPR regulations. **Client Document C2a Privacy Notice** can tell you more about this. Ask your advocate for a copy or find it on <https://swanadvocacy.org.uk>

### We store the following information:

- Your name, address, email address and phone number
- Details of other people who support you or look after you
- Details about why and how we are helping you – the Advocacy Agreement
- We might have copies of reports or letters about you by other people i.e. a social worker
- Notes of our meetings or conversations with you

### What We Do:

- We only collect the information we need to support you.
- We keep your information secure and do not share it without your permission.
- We follow the rules under GDPR, which protects your rights.

### What We Don't Do:

- We don't share your information with others unless:
  - You say it's okay.
  - The law says we must (for example, if someone is in danger).

### Your Rights under GDPR:

- You can ask to see the information we have about you, using a process called Subject Access, our **Client Document C2b Subject Access Requests** (SAR) can tell you more about this. Ask your advocate for a copy or find it on <https://swanadvocacy.org.uk>
- Through that process you can ask us to change or delete your information if you have a valid reason for that
- You can also say no if you don't want us to share your details, but this might mean we can't provide the advocacy you asked for.

**If you need further information:** You can ask your advocate to explain or to let you have other Client Documents that might help. You can look at the client information on the SWAN website.