

## C2a. Client Document: Privacy Notice 2026

**A Privacy Notice** is the legal document (as per The General Data Protection Regulations 2018 – GDPR) that explains what organisations do with the information they have about you (your **data**).

This document is a ‘quick read’ version that contains the basic information that you need about how SWAN complies with GDPR . The full Privacy Notice is available on <https://swanadvocacy.org.uk>

You are receiving this information because you have been referred to or referred yourself to SWAN. When you receive services from us we have to collect and keep information about you.

### **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

This information helps us to help you and do all the things we need to do. **We are responsible for keeping your information safe** and we do this by storing your information in our secure computer system.

### **We use your information for two things:**

- To help us provide you with advocacy support – legally this is called having a ‘legitimate interest’
- To help us keep records that evidence the work we do

### **We will only share your information with other agencies if:**

- We are negotiating with them on your behalf
- They are partners in our advocacy work
- The law says we have to

We will keep your information securely for 6 years after we complete our work with you.

### **Under GDPR you have the following rights about the information we have about you:**

- The right to see a copy of what information we have. This is called a Subject Access Request. There is a Client Document that explains what this is and how to do it.
- The right to have any mistakes put right
- The right to object to anything you think is wrong

Any Questions? You can phone us on 03333 447928 or you can email:

[admin@swanadvocacy.org.uk](mailto:admin@swanadvocacy.org.uk) . If you have other concerns about personal information you can contact the Information Commissioners Office (the ICO): Tel: 0303 123 1113 or <https://ico.org.uk/global/contact-us/live-chat>