

# GDPR Privacy Statement for Clients



Child Autism UK is committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about you and your child. It explains how we use this information and the conditions under which we may disclose it to others and how we keep it secure.

Our Data Protection Officer is Mandy Williams; any questions regarding this Policy and our privacy practices should be sent to her by email at [info@childautism.org.uk](mailto:info@childautism.org.uk) or by phoning 01344 882248.

## How do we collect information from you?

We obtain information about you as soon as you apply for services. Office staff and clinical staff will ask you for contact information and information about your child. This could be on paper, online and/or in personal interviews. We also collect ongoing data in order to monitor the efficacy of our programmes and your data may contribute (anonymously) to on-going research projects that we are undertaking in collaboration with Warwick University.

## What type of information is collected from you?

The personal information we collect will include your name, address, email address, phone number. We also record data regarding the programme hours as well as information about your child's abilities and behaviours. We also keep information about your child's diagnosis and any other relevant medical history

## How is your information used?

Child Autism UK needs to keep details regarding your child's programme (e.g. frequency of visits and ABA hours), their progress (e.g. assessments) and your contact details. This data helps us to monitor your child's progress, the quality of service provision, staff performance and enables us to contact you about your child's programme. Information is shared with the office staff who collate details and share

them with your case manager and their managers. Data may also be passed onto researchers we are collaborating with at Warwick University, but this will always be in an anonymous (pseudonymised) format.

## **Who has access to your information?**

We will only disclose your information to people outside of Child Autism UK under the following conditions: we may send it to staff at Warwick University in an anonymised format as part of our ongoing research. We will disclose it if legally required to by an official authority such as the police. We will also share information if you instruct us to do so with eg local authorities, schools and legal representatives.

## **Third Party Service Providers working on our behalf:**

We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process payments and send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the Child Autism UK for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

## **Your choices and rights**

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent.

You have a choice whether or not to provide us with personal information. However, we are unable to work with families without this information.

## **How you can access and update your information**

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change your contact details or if any of the other information we hold is inaccurate or out of date, please email us at: [info@childautism.org.uk](mailto:info@childautism.org.uk), or telephone on 013344 882248.

You have the right to ask for a copy of the information Child Autism UK hold about you.

## **Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it's treated securely. Any personal information is encrypted and password protected.

Non-sensitive details (your email address etc.) that you send us via email can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. If you have a password to access protected clinical reports or which enables you to access member parts of our website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

For operational reasons we need to keep staff schedules on google drive. This is because schedules frequently change and senior staff need to know the location of the case managers. This means that non-sensitive information i.e. your name and date of visit will be stored there. This is what Google say about their data protection expertise *"Google employs security and privacy professionals that include some of the world's foremost experts in information, application, and network security. This team is tasked with maintaining the company's defense systems, developing security review processes, building security infrastructure, and implementing Google's security policies."*

## **How long do we retain your data?**

If you received services from us (i.e. at least one billed visit) then we are legally required to hold all data pertaining to your child's programme until the child's 24<sup>th</sup> birthday when it will be destroyed. We will also hold financial records according to the legal requirements at the time (currently 8 years)

If you did not receive any services from us then we will destroy your data within 12 months.

## **Concerns**

If you have a concern about your information which you have raised with us and are not satisfied with the response. You have the right to lodge a complaint with the ICO at [www.ico.org.uk](http://www.ico.org.uk).