

Data Protection Act: Client Consent Form

In order for us to help and support you, we need to record details of your case. These details contain personal and sensitive data about you.

To comply with the Data Protection Act (1998) we must tell you how we use this data and ask for your permission. By agreeing, you are giving your permission for us to process your data for the purposes below. For further information please see overleaf.

Permission to store your data

We are required by law to ask for your permission to record the details of your case. These details may contain your personal and sensitive data. The record of your case will be stored in a secure shared electronic and paper case management system accessed by Roshni Ghar staff members and students on placements at Roshni Ghar.

Paper copies of your data may also be stored securely by Roshni Ghar.
For the purposes of the Data Protection Act Roshni Ghar staff are Data Controllers in common.

Permission to share your data with other specialist providers

Everything you tell us will be treated confidentially. However, on some occasions (with your consent) we may refer you to another organisation for help and support, because they can offer you specialist support. We would also give them the information you have given us.

If you give consent, you are agreeing that Roshni Ghar may:

- refer you to other relevant service providers (we will inform you of who these providers are).
- make appointments with other relevant service providers;
- share your personal information with other relevant service providers, so that they have initial information about you and what help and support you need.

What is personal and sensitive data?

Personal data is data which can be used to identify you. This may include your name, date of birth, address, telephone number etc.

Sensitive data is information related to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions.

Where will you store my data?

The record of your case will be stored in a shared electronic and paper case management system accessed by Roshni Ghar staff members and volunteers.

What is a Data Controller?

A Data Controller is someone who is responsible for your data and who must make sure that your data is processed according to the law. For example, they are responsible for making sure that the information held about you is accurate and that it is kept secure.

What does *Data Controller in common* mean?

For the purpose of the Data Protection Act Roshni Ghar staff are Data Controllers in common.

This means that Roshni Ghar staff are responsible jointly for your data.

For example, if you are receiving help from Roshni Ghar and another service provider, they may record your personal data and sensitive data. They will both have responsibility for ensuring your data is processed according to the law.

Can I withhold my consent?

Yes, you can, we will not record your information unless you provide your consent.

We will not share your information with anyone else without your consent, unless required to do so by law.

Complaints handling procedure

Roshni Ghar has a complaints' handling procedure. Full details of the complaints procedure are available on request.