



PRIVACY NOTICE

Your Privacy is important to us. This information notice explains the Personal Information Recovery Cymru Community collects, holds and what we do with it.

What personal information Recovery Cymru Community collects and why

Recovery Cymru Community collects and stores a number of different types of personal information belonging to our members, volunteers and members of staff.

We use this information internally to:

- Provide appropriate support and other member benefits to our members;
- Discharge our duty of care to our volunteers; and
- Manage our staff.

We present this information in such a way that nobody can tell which individuals it refers to and use it externally to:

- Report on Recovery Cymru Community's activities to our funders and other similar stakeholders;
- Promote the benefits of mutual-aid and peer support; and
- Promote our organisation in publications; broadcast and social media.

We collect, record and store the following information on members, volunteers and staff: **Name; address; telephone number; email address; date of birth; risk indicators; and attendance records.** We also collect specific information based upon your role within RC, such as for volunteers and staff we also collect, record and store information on **emergency contact; referee; and criminal record details.** We also collect, record and store the following **special categories** of information on members, volunteers and staff: **gender identity; ethnicity; sexual orientation; disability status; and migration status.** This is the information you have given us when you fill in member or volunteer forms, or become a staff member.

Recovery Cymru Community protects your personal information on password-managed secure computer systems, and by keeping paper records in locked cabinets within locked offices.

Who else has access to my personal information?

In order to provide you with the best care and support, we sometimes share your personal information with other people or organisations. This may include our consortium partners (Footsteps to Recovery) to assist us with delivering the best programmes we can to you. It

also includes a Welsh Government reporting database (NWIS) which is linked to our funding and is used to monitor substance misuse services nationally. The personal information we share with them is restricted to: **Name; address; telephone number; email address; date of birth; problematic substance(s); and attendance records.** The **special categories** of information we share are **gender identity** and **ethnicity.**

ALL data is reported in such a way that nobody can tell which individuals it refers to (anonymised) for reports.

We do not share your personal information with anyone without your express consent.

What happens if I refuse to allow my personal information to be collected and/or stored?

Your personal information belongs to you. You have the right to control how and whether your personal information is used by others, including Recovery Cymru Community.

If you refuse to allow your personal information to be collected and/or stored by Recovery Cymru Community you will still be able to access the Recovery Centres and/or Hubs, and you will still be able to access Group Support. Being unable to contact you would naturally **restrict our ability to offer you other member benefits** like our text message service, telephone recovery support, face-to-face one-to-one support, and our volunteering and personal development programmes. If at some point you require evidence of your engagement with Recovery Cymru Community we would not be able to provide it.

However **your information is important for us to offer you the best support we can and to sustain our funding and advocate for peer support. We ask that you help us with this by offering your consent but it is totally up to you 😊**

How long do we hold your personal information for?

We hold member and volunteer personal information for a period of up to four (4) years from the time your engagement with us ends. You can request for them to be deleted sooner.

If you'd like more information from us, please contact us. Or, for more information on individual's rights, you may wish to visit the Information Commissioner's website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>