

Summary Version of Information and Confidentiality Notice:

We want to explain the following to you so that you feel protected. A longer version of this notice is available please ask your support worker.

What information do we collect about you?

We collect information about you and your family as you work with Women's Aid, this includes:

- ⇒ personal details about you, for example your age, your health, and safe ways to contact you
- ⇒ personal details about your children
- ⇒ details about what has happening or happened;
- ⇒ any risks that you or your family are experiencing;
- ⇒ information about anyone else supporting you

We also collect information when you voluntarily complete surveys and provide feedback on our services.

Why do we collect this information?

We collect information about you in order to support you and your family to stay safe. We will also use this information to improve the service we offer you and others

How will we use the information about you?

- ⇒ Generally, the information you share with us about yourself, your family and others; your situation will be treated as confidential by Women's Aid. This means that only Women's Aid staff will have access to this information unless you say otherwise.
- ⇒ Sometimes during our support work with you, you may request us to speak/ we may suggest that we speak to other agencies outside of Women's Aid on your behalf. You do not have to give your permission, you can say no.
- ⇒ Sometimes we are legally required to share information to keep you and your family safe. We do not need your permission to do this but we will always try to discuss this with you as soon as we can, unless it risks safety to do this. The agencies that we usually share information with in these cases are the Police, Social Services, or other Emergency Services.

Examples of when information may be shared to keep yourself and your family safe include;

- Child safeguarding concerns
- Immediate risk of serious harm either perpetrated by another or injury to self
- Disclosure of firearms or other dangerous weapons

- ⇒ Women's Aid receives funding for our services. Women's Aid has to give reports to our funders to show the number of people we work with and how we are working with them. This shows numbers of clients, it does not give any names. It is not possible to identify you from the numbers we give to our funders. This includes reports to the benefactors to our Emergency and Legal Fund.

- ⇒ We might make your and other women's stories anonymous, use pseudonyms and remove/change any identifying information and share this with funders, other agencies and researchers outside the organisation.
- ⇒ We share information in this way to ensure that your or your families identities will never be released.
- ⇒ If you become a beneficiary of our Emergency and Legal Fund then your personal data will be collected and provided to administrators of the fund to administer the fund including our finance department.

What we ask of you?

Please help us to stay safe. We ask that you respect the safety and confidentiality of our staff and other clients that you come into contact with, by not sharing information with others outside the organisation; this includes names, telephone numbers and locations of Women's Aid services.

How long do we store your information?

If your record has been inactive for more than 3 years then it is shredded on site. You can request this to happen sooner than this. You will need to write to us at Women's Aid, Services Manager, 5 Wilton Place, Grand Canal Dock, Dublin 2 or email servicesmanager@womensaid.ie

How can you see the information we have collected?

You have a right to request to view or receive a copy of information that we hold about you. If you would like make a request, please write to Women's Aid, Service Manager, 5 Wilton Place, Grand Canal Dock, Dublin 2 or email servicesmanager@womensaid.ie We want to make sure that information we hold is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

We want to hear from you when things are not right, and also when things work well

Unfortunately, sometimes things don't go to plan. If you ever are unhappy with any part of our service we ask that you contact us immediately. You can do this through your support worker, or in person or in writing with the manager of that service. Write to us at Women's Aid, Services Manager, 5 Wilton Place, Grand Canal Dock, Dublin 2 or email servicesmanager@womensaid.ie. Or if you prefer you can call 01-6788858 and ask for the Services Manager. You can also let us know when things are going well and you are happy with the service you received. You can find our Feedback Policy online at www.womensaid.ie or ask your support worker for a copy.

Support Worker Name & Signature
Explained:

Women's Name & Signature

Date

Notice explained to woman but not signed by woman:

Support Worker Name & Signature

Date Explained:

Woman has a copy of the notice:

Circle- Yes/ No

If No state reason