

Support and Referral Service Information and Confidentiality Notice For Women

We want to explain the following to you so that you feel protected.

Your information is kept safe, secure and confidential.

- ⇒ The Service is a drop in only service and we can refer you on for longer term ongoing support if needed;
- ⇒ The information you share with us about yourself, your family and others; your situation will be treated as **confidential** by Women's Aid
- ⇒ We do collect personal information such as why you here today (e.g. information on legal orders) and your ethnicity but **anonymously** and **we do not collect any identifiable information** (unless we have child safeguarding concerns see below).
- ⇒ Anonymised information is shared with funders of our service.
- ⇒ If you wish to contact us about any of the above or wish to provide any feedback on this service. We want to hear from you when things are not right, and also when things work well.
- ⇒ **Write to us** at Women's Aid, Services Manager, 5 Wilton Place, Grand Canal Dock, Dublin 2 or email servicesmanager@womensaid.ie or call and ask for the Services Manager at 01- 6788858. You can find our Feedback Policy online at www.womensaid.ie.

Use of personal data:

The only circumstance in which we use information about you from which you can be identified is where **we need** to share information to protect you and your family from harm. We do not need your permission for this but we will tell you that we are sharing the information, unless it risks safety:

- ***If there are child safeguarding concerns;***
- ***Immediate risk of serious harm either perpetrated by another or injury to self.***

This information includes: your name, contact information, personal details about your children, details about what has happening or happened, and any risks that you or your family are experiencing.

We will only use this information to refer your situation to a third party in accordance with our legal obligations and our legitimate interests in providing services to you.

You can contact us the Services Manager (details above) at any time to ask us any questions or raise any concerns about the way that we have used your information. You can also write to us to request access to any personal data that we hold about you, to request that we send your data to you or a third party, to object to our use of your personal data, or to ask that we erase your personal data or that we restrict our use of your data. If we have deleted your information, we will confirm that we do not hold any information about you, but may not be able to give any further details about the way your information was used or disclosed by us.