

## **CAN I SEE THE INFORMATION YOU HAVE ABOUT ME?**

Yes, you have a 'Right of access' to the information we hold on you.

To request this information please contact our Business Support Officer.

You can do this by :

- sending an email to [info@voypic.org](mailto:info@voypic.org) or;
- sending a letter to Business Support Officer, VOYPIC, 9-11 Botanic Avenue, Belfast, BT7 1JG.

If you would like to talk to someone you can speak to your VOYPIC worker or contacting the Business Support Officer on 028 9024 4888.

VOYPIC must respond within one month of receiving the right of access request. This can be extended by a further two months if requests are complex or numerous.

## **PLEASE HELP US TO MAKE SURE WE ALWAYS HOLD THE CORRECT INFORMATION ABOUT YOU**

You can help us by:

- giving our staff the right details about yourself
- letting us know if any of your details are not right, so they can be corrected
- letting us know if your details have changed since we have last spoken

If you would like further information about this leaflet please contact your local office on:

### **BELFAST**

9-11 Botanic Avenue  
Belfast  
BT7 1JG

Tel: 028 9024 4888

### **L'DERRY**

9 Queen Street  
L'Derry  
BT48 7EQ

Tel: 028 7137 8980

Email: [info@voypic.org](mailto:info@voypic.org)

Web: [www.voypic.org](http://www.voypic.org)

### **BALLYMENA**

1st Floor, 6 Garfield Place  
Ballymena  
BT43 6EH

Tel: 028 2563 2641

### **LURGAN**

Flat 12 Mount Zion House  
Edward Street  
Lurgan  
BT66 6DB

Tel: 028 3831 3380



We work to safeguard the information that we use in line with VOYPIC's Data Protection policy which complies with the General Data Protection Regulation (GDPR).

Version date - July 2018

# **YOUR INFORMATION HOW WE USE AND KEEP IT**

We collect personal information from and about you, your carers and from other services. We need this information to give you with the best support and advice.

This personal information includes:

- details about you, such as your address, date of birth, ethnicity, religion and health, care and education related information
- we keep a record of each time we contact you or someone about your support
- depending on the support you receive we may keep more detailed documents like assessments, reports, reviews and plans
- relevant information from and about people who care for you and know you well, such as relatives, carers and health professionals

### **HOW WE KEEP YOUR INFORMATION SAFE AND CONFIDENTIAL?**

Everyone working for VOYPIC, or who receives information from us, has a legal duty to keep information about you confidential.

Most information is stored on our Management Information System (MIS), which is secure and password protected. Any information kept on paper files are stored in locked cabinets.

### **HOW LONG DO WE HOLD YOUR INFORMATION?**

Funders and governing bodies have different rules about how long VOYPIC should keep information. We store all identified information in accordance with those rules.

### **WHY DO WE NEED YOUR INFORMATION?**

We keep records about all the children and young people that we support. This is so:

- we can offer good quality support and advice
- we can tell funders how many young people we have supported and how
- it can be used for research or training (we will make sure you are not identified)

### **WHO WILL SEE MY INFORMATION AND WHY?**

VOYPIC offers a confidential service and does not normally share your personal information outside of VOYPIC.

We do share information when:

- we are contacting other agencies/ organisations to get the best outcome, support and advice you need
- we have concerns that you, or someone you have told us about, is at risk of serious harm
- when a formal court order has been issued

Please remember that information is only shared with other people when there is a need to share it.

### **CONSENT**

When we first meet with you we will ask you for consent to keep your information. This will be used to help give you the support and advice you need.

If we need to share your information for other reasons your VOYPIC worker will ask for your consent first.

Consent can be withdrawn, by you, at any time by speaking to your VOYPIC worker or Business Support Worker.

Whenever we ask you for your consent, your decision can be given to us verbally or in writing. We will record it in your VOYPIC file.

If we are worried or concerned about your safety then we do not need to seek your consent to share information about you. We have a duty to keep you safe.

We will normally tell you why we need to share this information, what we are sharing and who we are sharing it with.