



ROADS Privacy Notice

The purpose of this Privacy Notice is to tell you about information we collect when you use our service, how we use that information and who we may share it with. As of 1st February 2018, this replaces any previously given consent and is due to a change in data protection regulations.

Bristol ROADS (Recovery Orientated Alcohol & Drugs Service) is Bristol's service for people seeking support with drug or alcohol problems. Bristol ROADS is delivered by ARA, BDP, BrisDoc, BSDAS, DHI, GP Surgeries, Hawkspring, The Junction Project and The Salvation Army, and is funded by Bristol City Council.

Bristol City Council is the data controller. The data controller is someone who determines how the information we collect from you may be used. It complies with its obligations under the General Data Protection Regulations by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

Your information will be kept safe and secure on paper and in a variety of electronic formats, including a case management system called Theseus.

Why we need to collect your information:

We will use this information to help us:

- meet your needs and make sure that you receive the most appropriate support and treatment
- monitor and improve the drugs and alcohol services in Bristol
- ensure continued funding for drugs and alcohol services in the future.

It also means that you don't have to repeat yourself to different workers or organisations.



What information is collected and the legal basis for processing it:

To deliver Bristol ROADS, we have legal obligations to process your personal information. **Your information will only be accessed by people directly involved in the coordination of your care.** Information we collect includes:

- Your personal details including name, age, gender, date of birth, address details, sexuality, disability status and ethnicity
- Your Next of Kin and/or emergency contact
- Your risk information, both to yourself and to others
- Your health information, including past and current substance use, injecting status, mental and physical health, medications and medical history
- Your housing status
- Your social situation, including relationships with friends and family
- Your employment and financial status
- Whether you are a parent, pregnant, details of any children you have or live with and any involvement with Social Services
- A record of your sessions with treatment and support providers
- Any past and present offending
- Any equipment supplied through BDP needle exchange. **Information regarding needle exchange equipment is only made available to members of the Needle Exchange team**

We need to collect this information to ensure we can provide the best service for you. If you refuse to provide it, the quality of the service you receive may be affected or the service withdrawn.

Under Article 6 of the General Data Protection Regulations (GDPR) processing your data is a legal obligation under the Care Act 2014, Childcare Act 2006, Children Act 2004, Crime and Disorder Act 1998, Digital Economy Act 2017, Health and Social Care (Quality & Safety) Act 2015, National Health Service Act 1977 and the National Health Service Act 2006.

Processing is also necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us.

Under Article 9 of the GDPR Processing is necessary for carrying out obligations under social protection law and for reasons of the provision of health or social care or treatment or management of health or social care systems and services on the basis of EU or Member State law or a contract with a health professional;



[The wording to the GDPR including full details of the processing conditions contained in Articles 6 and 9 can be found her: <https://gdpr-info.eu/>]

How long we will keep your information for:

We will hold this information for eight years after treatment or support ends.

Who we may share your information with and why:

Your information **will** be made available to: any ROADS providers directly involved in your care and support as well as Bristol City Council's Think Family team to help them identify people who would benefit from family support.

We **may** make your information available to partners **if** they are directly involved in your care. This may include: pharmacies, other organisations such as the NHS and other providers of physical and mental health care, Councils/Local Authorities, Department of Work and Pensions, the Ministry of Justice, housing, social care, employment and training services. **We will always try and discuss this with you first.**

If there are concerns for the neglect or abuse of children or if you are at serious risk of harming yourself or others (including the prevention of terrorism), we **will** make your information available to relevant criminal justice or safeguarding bodies which includes the Police, the Probation services, Children's and Social services and the Youth Offending Team amongst others.

Where we use your information to help improve services:

We may use information that does not identify you as an individual, to help determine the most positive treatment plan for you by analysing the effectiveness of treatment options across ROADS. Personal information and risk information will also be used to help us do this.

Where we receive your information from a third party:

If you are in ROADS, we may have information of a personal nature from other public agencies and organisations such as the NHS, health organisations and Councils/Local Authorities, Department of Work and Pensions, the Police, the Ministry of Justice, the Probation services, housing, social care, employment and training services, safeguarding



bodies and the Youth offending Team. We will have this information to ensure that we are providing the right help and support to you, as well as protecting you, and those around you. Any information obtained will be held safely and securely and when handled in ROADS is subject to this Privacy Notice.

Your information rights as a ROADS service user:

You have the right to request access to your information and where information is found to be inaccurate to have that information corrected. In certain circumstances you have the right to have information held about you erased, or the use of it restricted, you may be able to object to processing as well as the right to have your information transferred to another data controller.

If you have any questions about how your information is used please speak to your worker.

You also have a right of complaint to the Information Commissioner's Office (ICO) at www.ico.org.uk if you think we have dealt with your information in an inappropriate manner.

You can ask to see what information we hold about you and have access to it. This request is free of charge and you will receive a reply within one month of the request being received. You can do this, by contacting:

Senior Data Protection Officer
Bristol City Council
ICT Commissioning and Information Governance
P O Box 3176
BRISTOL
BS3 9FS
Data.protection@bristol.gov.uk