

Privacy Information Notice Support and Treatment Services

This Privacy Information notice explains how the Gordon Moody Association uses, records and stores your personal information.

Why do we process your personal information?

We collect your personal information so that we can assess whether the services we offer are appropriate to meet your needs. We also collect data about you during your treatment period/stay with us for the purposes of providing your treatment. This is so that we can offer effective, personalised treatment and outreach services. We understand that it may feel like a very big step sharing highly personal information with us, and that is why we promise to treat your information with care.

When we handle or store the personal information of people applying for or using services offered by the Gordon Moody Association, we follow the law, which includes the Data Protection Act 2018 and the EU General Data Protection Regulations (GDPR). We will obtain your consent to use, record and store your personal information before we process it, unless the law says otherwise.

What am I agreeing to when I give my consent?

The Gordon Moody Association asks for your consent at various stages when we record, use or share personal information. Your consent is our lawful basis for using your personal information.

If you give your consent, you are giving Gordon Moody Association permission to:

- Record and use your personal information to help us process your application for treatment, and to provide you with treatment and aftercare
- Share your personal information with other organisations where it is relevant to your application, needs, treatment, and / or aftercare
- We may also request information about you from relevant professionals / organisations.

This happens when we need extra information to process your application and to make sure that the programme we offer is suitable for you. We will let you know before we do this, explain the reason(s) why we need the extra information and obtain your written consent before requesting this information

- Refer you to other organisations relevant to your needs who can offer advice, support and assistance. We expect those organisations to treat your information with care too
- Share information with other carefully selected organisations who are involved in research to improve understanding about gambling addiction and treatment. We also share non-identifiable data with our funders as part of our funding agreements.



No personal data will be shared for the purposes of research or with funders, and any information which is passed on will be anonymised. This means that it is not possible to identify a person from their data

How do I give my consent?

You will be asked to give your consent in different ways:

If you apply online, you will be asked to tick a consent box before you enter your personal data.

If you apply via a paper application form you will be asked to consent by ticking a box on the form.

When you begin treatment with us, you will sign another consent form to confirm that you still give permission for us to process your information and agree for us to use your data for the purposes of your treatment.

Before you leave treatment, you will be asked for consent for us to contact you and use your information for aftercare/outreach support, and to follow up your progress/outcomes.

Who collects my information?

The Gordon Moody Association is a 'data controller' for the purposes of the Data Protection Act 2018 and the EU General Data Protection Regulation. This means that we are responsible for and control the processing of your personal information.

When you make an application to the Gordon Moody Association, the Referrals Team will collect, record and store your information during the application process on behalf of the organisation.

The Treatment and Outreach Teams will collect, record and store information about you if you are receiving treatment or outreach services from us.

How will we use your information?

We collect information about you to process your application to the Gordon Moody Association. We also use your information if you are engaging in our assessment / treatment / outreach services to make sure that the services that we offer are appropriate to your needs.

In some circumstances it will be necessary for us to gather further information from other professionals to help us assess whether the services we offer are suitable for someone as part of the application, treatment or outreach processes. We may also use information to help us work out how effective our services are. In this case your information will be anonymised.

What information will you collect about me?

We need to make sure that the services that are offered by the Gordon Moody Association are suitable to meet the needs of the person applying. Therefore, when you initially apply for a place, we will ask for personal details including:

- Your name, date of birth and contact details
- Your ethnicity
- Your gender/sexuality
- Whether you have a disability
- Information about gambling behaviour and how gambling is affecting your life, for example, how long you have been gambling, how you gamble and how much you have spent whilst gambling



- Information about your personal circumstances, for example, whether you are employed / in receipt of benefits, the type of housing that you currently live in and your family/marital status
- Proof of residency/benefit entitlement

Once we have received your application, we aim to contact you within 48 hours. You will be contacted via telephone and / or email and a telephone interview will be arranged at an agreed time. During the telephone interview we will ask you for further details about your history including sensitive personal information such as:

- Details about your mental and physical health
- Medication that you may take
- Whether you have any allergies or special dietary requirements
- Whether you have any criminal convictions

We collect this information so that we can make informed decisions about whether the programmes that we offer are likely to meet your needs.

Who will you share my information with?

We will not share your details with anyone else unless you give your express permission. However, in some circumstances the law requires us to do so. For example, it may be necessary to pass on relevant information to other agencies if we are concerned that you or someone else might be at risk of harm, or a serious crime has been committed/will be committed.

Your personal information may be shared with other professionals such as GPs, Psychiatrists or Social Workers, with your consent. This will happen only where it is necessary and helps us to make informed decisions about an application. It also helps ensure that we offer you effective treatment and /or outreach services where appropriate. In some cases, it is necessary for us to contact professionals that you are working with to help us to obtain certain information about you to work out whether the programmes that we offer are suitable for you.

We will make sure that the other professionals are also committed to keeping your information safe and secure wherever possible by completing an Information Sharing Agreement with them. This is an agreement which sets out the information that is being shared and how it will be used.

We will tell you in advance if we are going to contact a professional that you are working with wherever possible. An exception to this would be where the law requires us to share information, for example, if we were concerned that someone might be at risk of harm (as above).

We are required to share information with GambleAware, our funders, as part of our grant agreement. However, this will not include any personal identifying data such as names or date of birth.

We also collect information for research or statistical purposes, to improve the understanding of the nature and extent of gambling addiction and to ensure that our services are appropriate.

We will never sell your data and we promise to keep it safe and secure.

Where will my information be stored?

We record the information you share with us as accurately as possible and store the information securely in an electronic case management system which is accessed by authorised members of staff. Paper copies may also be kept and will be stored securely and only accessed by authorised members of staff.



How long will you keep my information for?

We will keep your personal information for only as long as we need to, as identified in our data retention period table listed in our Data Protection Minimisation Policy and in line with legal timeframes.

What happens if I change my mind about giving my consent?

You have rights in respect of the personal information that we hold about you, including the option to change your mind.

You also have the right to:

- Ask us for access to information about you that we hold (a Subject Access Request)
- Have your personal data rectified, if it is inaccurate or incomplete.
- Request the deletion or removal of personal data where there is no compelling reason for its continued processing (under the Right to be Forgotten)
- Restrict our processing of your personal data (i.e. permitting its storage but no further processing)
- Object to us processing your data for the purposes of scientific/historical research and statistics

You can let us know that you have changed your mind or that you wish to exercise your rights under Data Protection law by contacting the Referrals Team in writing. Our contact details are help@gordonmoody.org.uk

Please note that withdrawing your consent may affect the nature and quality of the service that we may be able to provide to you.

How do I make a complaint?

If you have a concern or complaint about the way we are collecting or using your personal data, you should raise your concern with us in the first instance. Please contact us by:

- Writing to Gordon Moody Association, 47 Maughan Street, Dudley, West Midlands, DY1 2BA
- Calling us on 01384 241292
- Emailing help@gordonmoody.org.uk.

If you remain unhappy with the way that your personal data has been handled by us, you could contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

A copy of the statement is available on our website and a copy will be provided to you if you engage in one of our treatment programmes.

NB: This statement should be read alongside our Personal Information Charter.

April 2021