

Your confidentiality agreement

This confidentiality agreement outlines how Via collects and uses your personal information (also known as personal data).

When you talk to a Via keyworker about something personal, we keep this information confidential. We use systems and processes to keep your information safe and private.

What we collect and why

The information we collect about you and your circumstances helps us to create a personal recovery support package for you and your needs.

It also helps us to continually develop and improve our services.

Want to know more about what we collect?

Ask for a copy of our Consent and Confidentiality leaflet

OR

Read our Privacy Notice on our website (www.viaorg.uk) or ask for it to be printed for you.

Opting-in to research projects

Via learns from and contributes to research to help improve and develop services and guidance.

We take your privacy seriously and we'll only contact you about research projects that we believe may help to support your health and wellbeing.

We'll ask you if you might be interested in taking part, or if you'd like to find out more details about it before deciding.

We'll only share your information with potential researchers once we've talked to you about it first and you've said it's ok.

Your Capital Card

Every person who starts attending Via for support can receive their own Capital Card.

Much like a loyalty card, you can earn points on your Capital Card by attending appointments, going to groups, and getting health and wellbeing support at your service. You can then spend your points on positive activities and products in your local community, such as the cinema or gym.

Information collected when you register or use your Capital Card includes your initials and your Capital Card ID.

Want to know more about what we collect?

Read our Privacy Notice on our website (www.viaorg.uk) or ask for it to be printed for you.

Your consent for us to share your information

Please tell us who you're happy for us to share your information with.

- Write 'yes' or 'no' for each of the below.
- Include the details of people you choose 'yes' for.
- Add any other people or services you would like to include.

Name	Relationship / role	Consent			Contact number / address
		To share	In an emergency	To re-engage	
	GP				
	Pharmacy				
	Capital Card				
	Research projects				

I confirm that I'm happy for my information to be shared with the services or individuals named above:

Name:		Signature:		Date agreed:	
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What happens if you change your mind?

No problem. Your keyworker will check with you every 12 weeks to make sure you're still happy with your consent to share information list. You can also tell your keyworker at any time if you want to change or update it.

Sharing your information without your consent

We know that confidentiality is really important to the people who use our services, and we try to keep everything discussed between us confidential.

However, if we're really worried about your safety or those around you, we may give someone else information to protect you or them. This doesn't happen very often, and we'll always aim to let you know first.

Sometimes we need to share personal information with partner organisations without consent, for example for legitimate interests. We always think carefully before doing this and when we do, it's to make sure services are supporting people as best as possible.

Want to know more about why we might share your information?

Ask your keyworker at your service or read our Privacy Notice on our website.

Confidentiality at Via – key messages

Your personal information will be:

1. Kept secure – both online and physical records
2. Shared with other organisations involved in your care - with your consent
3. Shared with others on a need-to-know basis – for example, if we're worried about your safety

You can change your mind at any time about your personal information being shared with the people you've listed in this agreement.

Just let your keyworker know so we can update your details.

National Drug Treatment Monitoring System (NDTMS)

The below guide tells you about what information NDTMS collects from you, why they collect it, why they might share it, and what your rights are.

Who we are

We are the Office for Health Improvement and Disparities (OHID) in the Department of Health and Social Care. We have a database called the National Drug Treatment Monitoring System (NDTMS), which we use to collect information about drug and alcohol treatment in England.

We need your consent

We need your consent to collect information about you and your treatment. You can choose either to share your information with us, or not to share it. Whatever you choose, it will not affect the treatment you receive or how well you are looked after.

If you consent, your treatment service will share some of the information they collect from you with NDTMS.

What information we collect about you

We collect your service's reference number for you, which allows us to speak to them about your information without us knowing your name. We also collect information to make sure you are only counted once. This includes:

- your initials
- your date of birth
- your sex
- the area where you live (the first bit of your postcode)

We also collect information on things like the treatment you are receiving, and your nationality, ethnicity and disabilities, so we can see if people are being treated fairly. And we ask for information about your family situation so we can understand families' needs too.

Why we collect information about you

We are responsible for improving the lives of people who are affected by drug and alcohol use in England. We collect data about you to help improve your:

- treatment and other support
- health and wellbeing
- education and job prospects
- family life

We use NDTMS data to monitor alcohol and drug treatment across England. It can help us see what's not working well, so we can do something about it. It helps to make sure that people are getting the best possible care wherever they live.

Sharing your information

By sharing your personal data with OHID, any drug and alcohol treatment provider may become aware of any other treatment providers that you are in contact with.

If your current treatment provider is replaced or taken over by another treatment provider, they will continue to share your information with OHID.



We may share your information with other government departments, and other organisations working with us to improve the lives of people affected by drug and alcohol use.

If we do share information, we take as much of the detail out as possible, and only share what we really need for analysis.

We will not share information about you with the police, social services or the courts.

Your rights to your information

You can tell your treatment service if you change your mind about sharing data with us at any time. So, if you consent, you can change your mind about that. Or if you do not consent and later decide you're OK with us collecting your information, you can do that too.

You can get more information about your data and rights online in the [NDTMS privacy notice](#). If you cannot access the information online, you can ask your keyworker to print it out for you.

You can also contact us if you have a complaint or if you have any concerns about how we may have used your information. Our contact details are in the privacy notice or you can ask your keyworker to help you contact us.

If we have not been able to help you, or you are not happy with how we have handled your information, you can contact the Information Commissioner's Office (ICO). Details about how to contact the ICO are in the privacy notice.

Consent to share your information with us

Please tick the relevant box and sign and date the form to complete your consent.

I consent and agree that my treatment provider can share my personal information with OHID for the purposes outlined above.

I do not consent or agree that my treatment provider can share my personal information with OHID for the purposes outlined above.

Signature.....

Name.....

Date.....