Privacy notice

Who we are

Via is a vibrant and innovative drug and alcohol charity committed to helping those who are affected by drug and alcohol use. Providing support to individuals, their families and the wider communities across London, the North West, South West, and East of England.

Privacy notice

UK General Data Protection Regulation (GDPR) requires all Data Controllers to inform individuals how their personal data will be processed and held. This privacy statement explains how we use any personal information we collect about you when you use this website, access our services, work for us or make a donation. Via is compliant with the national data opt-out policy.

This privacy notice tells you what to expect we do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Our legal name is registered as Via Community Ltd.

Our registered offices are at: Passmores House, Third Avenue, Harlow, Essex, CM18 6YL.

Our contact details are:

Tel: 0207 421 3100
Website: www.viaorg.uk

Via's Data Protection Officer is: Sarah Brighton, IG Lead & Quality Coordinator

If you have any queries regarding the information we hold about you or have questions relating to our privacy statement you can contact our Data Protection Officer on the below details.

Tel: 0207 421 3100
Email: quality@viaorg.uk or by post at the address above.

What information we collect, use, and why

We collect or use the following information to provide support and treatment to people who use our services, for safeguarding or public protection reasons:

- Name, address and contact details
- Gender
- Date of birth
- NHS number
- Details of any support networks
- Emergency contact details
- Name and address of individuals receiving a naloxone kit
- Health information
- Information about care needs (including disabilities, home conditions, and general care provisions)
- Test results (including drug and alcohol screening)
- Records of meetings and decisions
- Criminal justice information

We also collect the following special category information to provide support and treatment to people who use our services and for contractual reasons. In rare circumstances we may also be required to use it for safeguarding or public protection reasons. This information is subject to additional protection due to its sensitive nature:

- Health information
- Racial or ethnic origin
- Religious or philosophical beliefs
- Sex life information
- Sexual orientation information

We collect or use the following personal information for recruitment of our employees:

- Contact details (e.g. name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (e.g. job application, employment references or secondary employment)

- Education history (e.g. qualifications)
- Right to work information
- Details of any criminal convictions (e.g. Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Security clearance details (e.g. basic checks and higher security clearance)

We also collect the following special category information for recruitment of our employees. This information is subject to additional protection due to its sensitive nature:

- Health information for staff wellbeing, health administration and services
- Racial or ethnic origin for equal opportunities monitoring
- Religious or philosophical beliefs for equal opportunities monitoring
- Trade union membership.

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Read more about the right of access.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.
- **Your right to erasure** - You have the right to ask us to delete your personal information. Read more about the right to erasure.

- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.
- **Your right to object to processing** - You have the right to object to the processing of your personal data. Read more about the right to object to processing.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. Read more about the right to data portability.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

If you make a request, we must respond to you without undue delay and in any event within one month. Sometimes there is a lawful reason why this should be extended. You will be kept informed of any extension period.

To make a data protection rights request, please get in touch with us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to provide support and treatment to people who use our services, for safeguarding or public protection reasons are:

- Consent – we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – to deliver a contractual service to you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- to effectively support people who use our services during their treatment, as our duty of care and to safeguard people, manage risks that may affect them, or others, or the wider public.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for recruitment purposes are:

- Consent – we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability
- Preventative or occupational medicine – we have to collect or use your information to assess the working capacity of our employees. All of your data protection rights may apply except the right to object.

We may use the following Article 9 conditions for the processing of special category data:

(a) Explicit consent
(b) Employment, social security and social protection
(c) Vital interests
(d) Not-for-profit bodies
(e) Made public by the data subject
(f) Legal claims or judicial acts

(g) Reasons of substantial public interest
(h) Health or social care
(i) Public health
(j) Archiving research and statistics

Where we get personal information from

- Directly from you
- Family members or carers
- Other health and care providers
- Social services
- Charities or voluntary sector organisations
- Schools
- CCTV footage or other recordings
- Councils and other public sector organisations
- Other sources of personal information may include hospitals, GP surgeries, databases including National Summary Care Records
- From previous employers as part of staff recruitment.

How long we keep information

Personal data about people who use our services and Via's employees is held for a period of time as is necessary to comply with our legal obligations.

Information is held in an archived format as directed by our organisational Records Management and Retention Policy, until it is confidentially destroyed.

Via's records retention schedule aligns with timeframes for the Health & Social Care sector and NHS processes.

The retention period for service users' personal data is eight years following discharge. The retention period for employee data is six years following the end of employment.

Where your information relates to a general enquiry about Via services, information will be removed from our systems after a period of six months.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who we share information with

Data processors

Via uses external organisations to provide services for us, including to process information. This includes owners of software that supplies and operates Via's databases.

All of these data processors are subject to thorough assessment to ensure the highest standards of data security.

Via Capital Card®

The Capital Card is Via's reward card scheme to support people during their recovery journey, as well as families and carers. It rewards engagement through a simple earn-spend points system.

Information is collected when people register for the card or complete a transaction using their Capital Card. The initiative is managed by two secure electronic systems: the local Via case management system (varies depending on service) and an external organisation's platform (the third-party provider).

Capital Card spend partners are companies or organisations within the local community or online that provide spend options to the people who use Via services (e.g. cafés, colleges). When someone engages with a spend option, the spend partner will have a limited amount of information about them: their initials, their Capital Card ID and their current Capital Card balance.

To produce a Capital Card ID, we use minimal information that can identify people who use our services. In Via-led services, the people's initials (first letter of first and surname) and database ID are shared with the third-party provider, and any spend partner that the individual chooses to engage with.

In our Surrey partnership service (i-access), the person's initials (first letter of first and surname), day and month of birth and the day that they registered with the Capital Card, e.g. GH 1505 17022019, are shared with the third party provider and any spend partner that the individual chooses to engage with. People accessing Surrey are required to sign an additional consent form.

An individual's consent to being part of the Capital Card scheme can be withdrawn at any time.

Via Connect

Via have developed a website, known as Via Connect. Via Connect allows people to search for support services, activities and groups within their local area and nationally. Via Connect is a separate website to Via's website but can be accessed through the Via website. Via Connect requires you to input your postcode so that the system can show the support available in your local area. Via Connect does not save or store your postcode and no other personal information is captured.

If you are a business/charity/group and are registering your service on Via Connect, we will request the following information:

- Business/group name
- Business address
- Business email address
- Business contact number
- Opening and closing times
- Logo
- Brief description of the services you offer

Short Message Service (SMS) Software

Via may use third party software to send bulk text messages to people who use our services. Messages will only be sent to those individuals who have consented to receive SMS messages. Mobile telephone numbers only are shared with the third party and are deleted from their systems after a period of time, not exceeding 60 days. No information is transferred outside of the EEA.

Donations

Via uses two external platforms to receive and process donations and fundraising activity, Stripe and Crowdfunder. This privacy notice does not cover how these platforms process personal information. For more information, please read their individual privacy notices:

Stripe Privacy Notice and Crowdfunder Privacy Policy

Via receives limited personal information from these platforms to comply with legal requirements and to maintain contact with donors, including:

- Names and contact details
- Addresses
- Donation history (including gross donation amount and date of donation)
- Tax payer information (for Gift Aid purposes)

Via may retain this information for six years for HMRC purposes, when it will be securely destroyed.

If you do not wish to continue to receive contact from Via about donations and fundraising activity, you can withdraw your consent at any time by contacting us by using the Via Contact Form, emailing business.development@viaorg.uk or calling us on the phone number provided above.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitors/users of the website and compile statistical reports on website activity.

For further information visit About Cookies.

You can set your browser not to accept cookies and the above website tells you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Links to other websites

Where we provide links to websites of other organisations, this privacy notice does not cover how that organisation processes personal information. We encourage you to read the privacy notices on the other websites you visit.

Artificial Intelligence (AI)

Via uses AI software in some of our services to help us to process data. Personal data may be contained within documents uploaded to an AI tool. We process personal data using AI to improve the quality and efficiency of our work. This means we can dedicate more time to supporting the people we work with and allocate resources more effectively. Examples of how we use AI in our work include:

- Generation of meeting notes and letters
- To help with gathering information from multiple sources to create reports and reviews

The protection of your personal data remains our top priority. AI software is assessed to ensure it meets our high standard of data security and is evaluated by the Data Protection Officer and Via's Executive Team to decide if it is fit for use.

The use of AI at Via does not affect our duties under the Data Protection legislation and we will continue to keep information safe as described in this Privacy Notice.

For more information on how Via is using AI, please contact Via's Data Protection Officer on the above contact email.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO on the details below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 1113

Website: https://www.ico.org.uk/make-a-complaint