

Elaine Nicholls
NVR Advanced Practitioner

Safeguarding Policy

Elaine Nicholls acknowledges the duty of care to safeguard and promote the welfare of children and vulnerable adults and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice principles.

The policy recognises that the welfare and interests of children are paramount in all circumstances.

As part of her safeguarding policy Elaine Nicholls will promote and prioritise the safety and wellbeing of children, young people, and vulnerable adults understands her role and responsibilities in respect of safeguarding and complete appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children, young people and vulnerable adults ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored prevent the employment/deployment of unsuitable individuals ensure robust safeguarding arrangements and procedures are in operation.

Confidentiality Policy

The data covered by the confidentiality policy includes:

- Information about the organisation, for example, its plans or finances
- Information about other organisations
- Information about individuals, for example, clients, volunteers and staff whether recorded electronically or in paper form

Elaine Nicholls understands the need for confidentiality of information held about anyone who comes into contact with the business. This is expected to continue even when work has finished with this person.

Elaine Nicholls is committed to ensuring confidential services to all individuals. The confidentiality is between the individual and Elaine Nicholls, not the organisation funding the NVR.

Information will only be passed to another agency or to other individuals outside of the business with the consent of the client, where possible this will be with written consent. If

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Elaine intends to get information from another agency to help the client or to refer them to another agency then this must be explained to the client and their permission given.

No personal information about clients will be given to any third party including a member of their family, without the consent of the client. Information will only be divulged on a “need to know” basis.

Information will be treated in confidence and will not be divulged to anyone outside the business except where extenuating circumstances exist (see below). However, in order that we can provide the best possible help to our clients it may be necessary to share information with a supervisor.

[Limits to client confidentiality](#)

In certain circumstances Elaine Nicholls reserves the right to break confidentiality should this be deemed necessary. These circumstances include:

- If a member of Elaine believes that a client could cause danger to themselves or to others.
- If Elaine Nicholls suspects abuse or has knowledge of abuse
- If the client gives information which indicates that a crime has been committed
- If disclosure is required by law, for example, by the police
- If the client gives information which indicates a possible terrorist threat..

[Access to data](#)

This Policy operates on a “need to know” basis and apart from Elaine Nicholls and her supervisor, no-one will have access to client. Elaine will provide feedback to funders of her work, clients will have access to this feedback and it’s context will be discussed at the beginning of the work..

All clients have the right to request access to all information stored about them, and have a right to see a copy of this confidentiality policy on request.

If any party concerned has a sensory or physical impairment, efforts should be made to ensure that all aspects of this policy and exchanges between parties are understood.

Privacy Statement

This privacy policy outlines your rights, and my obligations to you, with regard to the recording and storage of your personal information. In this privacy policy I will let you know what information I need to collect from you before we begin any work together, and

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what information I need to collect from you during our work. I will also set out how I will look after your personal information, for how long I will store it, and who I will share it with. In addition, I will let you know what you are able to request from me with regard to this information.

What is personal information?

The Data Protection Act 1998 (DPA) defines personal information as any information that can be used to identify a living individual. Individuals can be identified by various means including their name, address, telephone number or email address for example.

Why do you want to process my personal information?

I need to process your personal information in order to fulfill my contractual obligations to you as a practitioner, for example to assess whether I am able to offer you appropriate support in the first place. Your personal information helps guide both my assessment process, and my decision-making during our work. My contractual obligations to you as an NVR informed practitioners is the lawful basis for my processing of your personal information.

What are the laws that protect my personal information?

The DPA and the General Data Protection Regulation (GDPR) require that all organisations that store personal information about people may only do so provided that the information is: processed lawfully, fairly and in a transparent manner; collected for specified, explicit and legitimate purposes; adequate, relevant and limited to what is necessary; accurate and, where necessary, kept up to date; kept in a form that permits identification of information subjects for no longer than is necessary for the purposes for which the personal information are processed; and processed in a manner that ensures appropriate security of the personal information.

How will you collect my personal information?

I will collect your personal information in the following ways: over the telephone, in writing, both letters and emails and in person during our meetings

How will you treat my personal information?

I will treat your personal information in a way that is compliant with the DPA and the GDPR. The lawful and proper treatment of your personal information is important to me, not least in order to maintain your confidence in me, but also to maintain the confidence of other clients.

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How will you store my personal information?

I will store your personal information both electronically and physically. Personal information is stored electronically on devices that are password and/or fingerprint I.D. protected, and in files that are further password protected and only accessible by me. Names and contact details are stored separately to other personal information (anonymised format). Information is stored physically using paper records held securely in locked storage in an anonymised format. These records are also only accessible by me.

How long will you store my personal information?

According to the GDPR, your personal information should be stored for no longer than is necessary. In practical terms, I will usually store your information for a minimum of 7 years following the termination of your work together. However, I may need to store your information for longer than this, for instance in order to defend myself in a claim situation, or to comply with my insurance terms and conditions.

What types of information will you collect about me?

I will collect the following information: name, telephone number, address and reason for referral. Before committing to provide you with a services, I will ask you over the or online form to provide me with the following information: name, telephone number, address, availability, the CPV issues that you would like to address..

Once we have agreed the support with me is right for you, and the work commences, I will collect further information from you that may include: your goals,, G.P. contact details, network of support, family structure, your family situation, behaviours of your young person.

What is 'special category' information, and why do you need to process this too?

Special category information is defined by the GDPR as being information that is more sensitive than other personal information, and therefore requiring of higher levels of protection. Examples of this type of information could include information about your health, race, sexuality, sex life, or religion. In order to lawfully process special category information, I am obliged to identify a specific condition for processing it under Article 9 of the GDPR and communicate this to you. With this in mind, the condition of the GDPR that I apply to the processing of your special category information is that it is 'pursuant to contract with a health professional'. This means that, if you begin work with me, or ask me to assess whether or not you are eligible for me to offer support to you, then I will likely need to process some special category information about you. Usually, this is information about your mental health, your parenting style, personal history, and I need

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to process it in order to fulfill my contractual obligations to you in delivering safe support.

What is a 'data controller', and who is the 'data controller' for Elaine Nicholls?

The GDPR defines a 'data controller' as the person in an organisation who: 'determines the purposes and means of processing personal data'. For the purposes of the GDPR, the 'data controller' in Elaine Nicholls.

Who else will you collect information about?

I collect and process information about the individuals with whom my business operates. These include clients and funders.

Who will my personal information be shared with?

Some of your personal information may be shared with your G.P., or other healthcare professional, under certain exceptional circumstances. These include the requirements of a court of law, the threat of serious physical harm to you or to others, or during regular consultations with my professional supervisor..

Can I ask for a copy of the personal information that you store about me?

Yes. The DPA gives you the right to find out what information that I store about you by requesting a copy of it. Any request that you make to obtain a copy of the personal information that I hold about you is called a 'Subject Access Request'. You can write to me and ask for a copy of the information that I hold about you. Address your letter to: enicholl72@gmail.com. I must respond to your request without delay, and usually within one month at the latest. I may charge a fee for providing this information based on the administrative costs involved.

Can I request that you delete my personal information?

Yes. This is known in the new legislation as the Right to Erasure. You can request for your personal information to be deleted either verbally, or in writing. You can address this request to me at:nvrinformednortheast@gmail.com. There may be an administrative charge for this. I may also have the right to refuse to comply with your request, for example in order to defend myself in a claim situation, or to comply with my insurance terms and conditions, and I will let you know my response to your request within one month of receiving it.

Can I object or complain about the processing of my personal information by Elaine Nicholls?

Yes. Whilst I hope that the policy outlined above will be sufficient to reassure you of the

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security of your personal information, should you wish to object or complain about the way that your personal information is being handled by me, then do please feel free to communicate this to me at the earliest possible opportunity. I will do my best to address your concerns and take steps to try and resolve whatever issues you may raise. You can write to me at: nvrinformednortheast@gmail.com. Should you wish to take the matter further, please contact the Information Commissioner's Office on 0303 123 1123, or visit <https://ico.org.uk/concerns/> for more information.

Website Privacy Policy

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; e-mail address; computer and connection information. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, communications); comments, feedback.