



Derbyshire Addictions Advice Service (DAAS)

Privacy Notice

Introduction

This Privacy Notice explains how Derbyshire Addictions Advice Service (DAAS) collects, uses, stores and shares your personal information, and informs you of your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

DAAS is the Data Controller for the personal information we collect and process.

This Privacy Notice applies to all services, projects, programmes and activities delivered by DAAS, including those funded by NHS organisations, local authorities, government departments, grant providers and partner organisations.

We act as a Data Controller when delivering services directly to individuals and when providing services commissioned by external organisations.

DAAS is registered with the Information Commissioner's Office (ICO) under registration number: Z5775373.

What information we collect

We collect different types of information depending on your relationship with us. This may be held in paper records, electronic systems, or in audio/video formats.

Your records may include:

- Basic personal details (such as your name, address, telephone number, email address, date of birth, and next of kin)
- Health information relating to your treatment, support and assessment
- Information relating to military service, veteran status and Armed Forces community support needs where relevant to the service being provided.
- Employment or volunteer information
- Donation, fundraising or purchasing information
- Financial details for payment or donations
- Records of contact with you (such as appointments, telephone calls and visits)
- Communications with external agencies (such as GPs, DWP and other partners)
- Website usage information, including cookies and analytics

Information Collected Through Our Website

When you visit our website, we may collect information submitted through:

- Contact forms
- Referral or self-referral forms
- Newsletter subscriptions
- Event or training registrations
- Volunteering enquiries

- Website cookies and analytics tools

This information helps us respond to enquiries, provide services, improve our website and meet our legal obligations.

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We use cookies and similar technologies to help our websites function effectively, improve user experience and understand how visitors use our services. Where required, we will ask for your consent before placing non-essential cookies on your device. For more information about the cookies we use and how to manage your preferences, please see our Cookie Policy at:

www.daas.uk.com/cookie-policy

and, where applicable:

www.standto.co.uk/cookie-policy

Why your health care records are used

Your records help ensure that:

- Professionals have accurate and up-to-date information to support your care
- Any concerns or complaints can be properly investigated.

Why we collect information

We collect and use information to:

- Offer helpline and first-line support
- Provide treatment, support and clinical services
- Support service evaluation and clinical audit
- Plan services to meet the needs of individuals
- Prepare performance reports for funders and regulators
- Review and improve the quality of services
- Train staff and professionals
- Investigate complaints, claims and incidents
- Process donations and trading activities
- Manage staff, volunteers and organisational operations
- Comply with safeguarding and regulatory duties

We retain records in accordance with the DAAS Records Management Schedule, which aligns with the NHS Records Management Code of Practice. Retention periods vary depending on the type of record, legal requirements, contractual obligations and commissioning requirements. When information is no longer required, it is securely deleted or destroyed.

How we use your information – legal aspects

Under the UK GDPR and the Data Protection Act 2018, we must ensure we have a valid legal basis for processing your personal data.

We rely on the following legal bases depending on how we use your information:

Article 6 (lawful basis):

- Public task – delivering health and social care services commissioned by public bodies
- Legitimate interests – service management and improvement
- Legal obligation – compliance with safeguarding and regulatory duties
- Contract – employment or service delivery arrangements

Article 9 (special category data):

- Article 9(2)(h) – provision of health or social care or treatment
- Article 9(2)(g) – substantial public interest (including safeguarding)

Where appropriate, DAAS will seek your consent before collecting, using or sharing personal information. However, there may be circumstances where DAAS is required to process information under another lawful basis, including safeguarding responsibilities, legal obligations, public task functions, protection from serious harm, or other requirements permitted by data protection law.

How we use your information

Purpose	Lawful basis
To provide helpline /front line support	Legitimate interests (providing safe, appropriate initial support)
To provide assessment, treatment and clinical services	Article 6: Public task; Article 9(2)(h): Provision of health or social care
To carry out research, audit and service evaluation (where applicable)	Consent (where required) and/or Article 9(2)(h) health/social care provision (where anonymised or part of clinical audit)
To employ, manage or support staff and volunteers	Contract and legitimate interests
To manage contractors and fulfil contractual obligations	Contract and legitimate interests
To process donations or payment for goods or services	Legitimate interests and/or contract
To send newsletters or marketing communications	Consent
To understand how our websites are used and improve our services (Cookies/analytics)	Legitimate interests (for basic analytics) and consent (where required for non-essential cookies)

Sharing your information

All sharing of personal data is carried out in accordance with formal Data Sharing Agreements or Information Sharing Protocols, where appropriate.

When sharing information, we ensure that:

- Only the minimum necessary information is shared
- Sharing is secure, proportionate and lawful
- Partner organisations are subject to equivalent data protection and confidentiality obligations

We may share information with:

- Healthcare professionals involved in your care
- Partner organisations supporting you
- Regulators, safeguarding bodies or legal authorities
- Commissioners, funders or evaluation partners where information sharing forms part of the service being delivered and where a lawful basis exists, including consent where appropriate.
- Trusted third-party service providers
- Professional advisors (e.g. auditors)

Some DAAS projects require personal information to be shared with commissioners, funders or evaluation partners for monitoring, reporting and programme evaluation purposes. Where consent is the appropriate lawful basis, this will be explained to you, and your consent will be obtained before information is shared.

Access to integrated care records

DAAS works with NHS Derbyshire Healthcare Foundation Trust as part of the Derbyshire Recovery Partnership. Authorised staff may securely access relevant health and care information held to support your care.

This information is special category data and is protected under UK GDPR, the Data Protection Act 2018, and the Caldicott Principles.

Access is:

- Role-based and strictly controlled
- Limited to staff directly involved in your care
- Recorded and auditable

Because this forms part of your clinical record, it must be retained in line with NHS standards and may not be deleted on request.

When we may share information without consent

If you request that we do not share information, we will respect your wishes wherever possible.

However, there are circumstances where we may share information without your consent where there is a legal obligation or overriding public interest.

This may include:

- Where required by law or court order

- Where there is a risk of serious harm to you or others
- Where a child is at risk of harm
- For the prevention or detection of serious crime
- Where required for legal proceedings

Use of data to improve services

We use information about your care and support to review and improve our services.

Individuals will not be identifiable in reports unless we have obtained explicit consent.

Automated Decision Making

DAAS does not make decisions about individuals solely through automated systems or profiling. Decisions relating to access to services and support are made by appropriately authorised members of staff.

Your information rights

You have the right to:

- Be informed about how your information is used
- Access your information
- Correct inaccurate information
- Request erasure (where applicable)
- Restrict or object to processing
- Data portability (in certain circumstances)
- Complain to the Information Commissioner's Office (ICO)
- Withdraw consent where consent is the lawful basis for processing.

We encourage you to contact us first so that we can try to resolve your concern.

How we keep your information secure

We treat all personal information in strict confidence.

DAAS complies with the NHS Data Security and Protection Toolkit (DSPT) and applies national standards to protect personal data.

We:

- Use the minimum necessary information
- Ensure confidentiality obligations for all staff and partners
- Maintain secure systems to prevent unauthorised access
- Use audit trails to monitor access

We also operate in line with recognised standards, including:

- The NHS Records Management Code of Practice
- The Caldicott Principles

- The Common Law Duty of Confidentiality

Access to data is restricted on a need-to-know basis.

Data breaches

If a data breach creates a risk to your rights and freedoms, we will:

- Report it to the Information Commissioner's Office (ICO) where required
- Inform affected individuals where there is a high risk
- Take action to prevent recurrence

Requesting a copy of your Information

You have the right to request access to your personal data.

- This is usually free of charge
- We will respond within one month
- A reasonable fee may apply for excessive or repeated requests

To request your data, contact: admin@daas.uk.com

Raising a concern

If you are unhappy with how your information has been handled, please contact:

Data Protection Lead,
1st Floor Dents Chambers, 81 New Square
Chesterfield,
S40 1AH

Email: admin@daas.uk.com

If you remain dissatisfied, you can contact:

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

Tel: 0303 123 1113

Website: <https://ico.org.uk>

Document Control

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