



The Prevention Alliance  
Creating Change Together

## The Prevention Alliance Privacy Notice

### Who we are

The Prevention Alliance (TPA) is made up of the following six not for profit organisations who work together to improve Health and Wellbeing in Stockport:

Age UK Stockport  
Jigsaw Support  
Nacro  
Stockport Council  
Stockport Homes Group  
TLC (Talk, Listen, Change)  
Synergy

The Prevention Alliance is commissioned by Stockport Council to deliver a preventative service to improve the health, wellbeing, independence and resilience of adults and families in Stockport, and to divert demand from statutory service.

We provide information, advice and guidance around health and wellbeing and signpost people to relevant organisations and resources. We also work alongside people and their families on a one-to-one basis whilst they make changes to improve their wellbeing. This can include working on some or all the following areas;

- Physical health
- Mental wellbeing
- Relationships - including domestic abuse
- Budgeting
- Employment and skills
- Housing

We also provide a dedicated drop-in for the deaf community. We encourage people to explore their interests and connect them with other people or groups with shared interests. We help people to set up new groups in their communities, and work to strengthen existing groups that improve wellbeing.

## This Privacy Notice

This notice applies to the processing of data by The Prevention Alliance. Each partner to the Alliance has their own privacy notice available via the links below:

Age UK Stockport	<a href="https://www.ageuk.org.uk/stockport/privacy-policy">https://www.ageuk.org.uk/stockport/privacy-policy</a>
Jigsaw Support	<a href="https://www.jigsawhomes.org.uk/privacy-policy">https://www.jigsawhomes.org.uk/privacy-policy</a>
Nacro	<a href="https://www.nacro.org.uk/home/privacy">https://www.nacro.org.uk/home/privacy</a>
Stockport Council	<a href="https://www.stockport.gov.uk/privacy-notice">https://www.stockport.gov.uk/privacy-notice</a>
Stockport Homes Group	<a href="https://www.stockporthomes.org/privacy-policy">https://www.stockporthomes.org/privacy-policy</a>
TLC	<a href="https://talklistenchange.org.uk/privacy-notice-menu-item">https://talklistenchange.org.uk/privacy-notice-menu-item</a>
Synergy	<a href="http://synergysk.co.uk/contact">http://synergysk.co.uk/contact</a> (available on request)

## The Data Protection Officer

We are supported in meeting our obligations under Data Protection legislation by Stockport Council's Information Governance Team. Stockport Council has appointed a Data Protection Officer (DPO) to oversee compliance with the regulations.

Should you have any concerns, the DPO can be contacted via [dpa.officer@stockport.gov.uk](mailto:dpa.officer@stockport.gov.uk) or in writing at:

Information Governance Team  
First Floor  
Stopford House  
Piccadilly  
Stockport  
SK1 3XE

## What type of information do we hold?

We hold personal information about people who access The Prevention Alliance to allow us to supply a range of services to them. We hold personal information about employees to enable us to meet contractual requirements and be a great place to work.

## General Personal Data

We collect 'personal data' as defined by Article 6 GDPR. This can be considered general personal information, please see below for a non-exhaustive list of this type of information:

- Contact details (name, address, telephone number and email address)
- Personal identifiers (date of birth, national insurance number)
- Household data (details of who you live with)
- Interactions (records of contact between you and our staff)
- Feedback information (compliments and complaints)
- Information about criminal convictions you may have
- Information you have shared with us voluntarily

## Special Category Data

We may collect sensitive information, this is known as special category data. This information is treated with added care due to its sensitivity; this includes:

- Information relating to racial or ethnic origin
- Data relating to religious or philosophical beliefs
- Disability or other medical information
- Information relating to your sex life or sexual orientation.

## Why we need your personal information

We use information about people who access The Prevention Alliance to plan and deliver a variety of services. We use your data in line with the principles set out in the Data Protection Legislation.

- To provide support/assistance to you and your family
- To identify further support
- To keep you safe
- To ensure we meet other legal obligations, for example health and safety
- To check performance and improve our services
- To compile and analyse statistics

## Why we use your information

Organisations must have a lawful reason to use your data. The Prevention Alliance will use one of the following conditions;

- **The performance of a contract** - for example, if you access The Prevention Alliance, we will need to process certain information to fulfil our agreement. If we did not have that information, we would not be able to help you with the services you need.
- **The performance of a public task** - examples include the provision of preventative services to those in need.
- **Where required by law** - this includes sharing specific data to the police where there has been a crime.
- **Vital interests** - on occasion, data may be shared so we can protect you from harm.
- **Consent** - for example, if you request help from another organisation or group and consent to your contact details being shared, we can help you access further support.
- **Legitimate interests** - on occasion, the use of personal data will be reliant on a legitimate interest. Further information can be found below.

We also will use special category data; this may include the use of:

- **Disability** or other health information - this helps us assess any specific needs you may have so we can provide support
- **Religion, ethnic origin, and sexual orientation** - this is so we can monitor equality and diversity and the treatment of people who access the Prevention Alliance.

## How we share your information

We will share your information with employees within The Prevention Alliance who need it to provide you with the service you need.

There may be occasions where we share your data, this may happen when:

- There is a legal requirement to do so - for example to prevent and detect crime, in line with the Data Protection Legislation
- We are working in partnership with another organisation - for example, a support agency, Stockport Metropolitan Borough Council (SMBC), or the [Safer Stockport Partnership \(SSP\)](#)

In all cases, we will take adequate steps to ensure the security and protection of your personal information.

On occasion, we may have a duty to share your information with:

- Stockport Metropolitan Borough Council
- Emergency services and healthcare professionals
- The Police and other law-enforcement services for the prevention & detection of crime, or where we are required by Court Order

## How we keep your information safe

Data security is particularly important to us. We will ensure that your data is always kept safe and secure

- We handle your information responsibly and respect your confidentiality
- We only collect and process data where it is necessary for us to do so
- We securely delete / destroy data when it is no longer required
- Are open with you about how we use your data and who we may share it with respect to your privacy rights

Training is delivered to staff with access to personal information. This training is delivered and facilitated by Stockport Council.

## How long we keep your information

We keep your data on file for as long as it is needed for the purpose it was collected, this is based on the following criteria:

- How long you have been involved with The Prevention Alliance and when this involvement ends

- If we need it to make or defend against legal claims
- Any time periods set by our Commissioner or professional bodies
- If there is a legal requirement

## Your Rights

Under the General Data Protection Regulation 2018, you have rights relating to how we process your personal data. These rights include:

### Right to be informed

You have the right to ask us to explain why your information is collected, how it is used, how long it will be stored for, and who it is shared with.

### Right to Access

You have a right to access your personal data, this is called a Subject Access Request (SAR).

If you would like to submit a request, please visit Stockport Council here <https://www.stockport.gov.uk/your-rights-data-protection/access-to-your-personal-information>

Please return your form along with any additional information and copies of your evidence to Stockport Council's Data Protection Officer (DPO) by emailing at [dpa.officer@stockport.gov.uk](mailto:dpa.officer@stockport.gov.uk) or by post to the address below:

Information Governance Team  
First Floor  
Stopford House  
Piccadilly  
Stockport  
SK1 3XE

### Right to Rectification

We work to ensure that all personal data held about you is accurate and correct. However, there may be times when the information we hold is no longer correct. If this is the case, please contact us and we will update it for you.

## Right to Erasure

In some circumstances, you have the right to request the deletion of your personal data. This is not a guaranteed right as we may have a legitimate reason to keep the information. For example, a person who accesses The Prevention Alliance could not be forgotten as there is a distinct legal basis for The Prevention Alliance to be processing that data (the information is necessary for the performance of a contract). We would not be able to provide services to people in Stockport without using the personal data.

Where information is needed to fulfil statutory obligations, personal information shall be retained for those purposes, and so this right may not be applicable in those situations.

## Right to restriction

Where information cannot be erased you have the right to restrict the processing of your personal data. This limits how we use your personal information.

Where processing is based on your consent, you have the right to withdraw that consent. This can be actioned by you at any time.

## Right to Data Portability

In certain circumstances you have the right to have your personal data transferred from one organisation, to another. This right only applies to information you have provided to us and it does not apply to paper records.

## Right to Object

You have the right to object to the processing of your personal data. Should you object to any processing please contact us with the details of your objection and we will take your concerns into account. This does not necessarily mean your data will be erased, instead we may restrict the processing.

You have the right to object to direct marketing communications. This can be actioned at any time and we will update our records accordingly.

You also have the right to object to any processing conducted wholly or partly by automated means. If you object to the decision you can request it be reviewed manually by a member of the organisation.

## Rights related to automated decision making and profiling

You have the right to not be subject to a decision that is made solely by automated means, including profiling, so long as the decision produces a legal effect. TPA does not have any such processes.

## What to do if you have a concern about how we have handled your data

If you are not satisfied with how we have handled your personal data, you can raise a complaint.

You can raise a complaint in any of the following ways:

[stockporttpa.co.uk/contact-us](https://stockporttpa.co.uk/contact-us)

Email: [info@stockporttpa.co.uk](mailto:info@stockporttpa.co.uk)

For correspondence only: The Prevention Alliance, c/o Commonweal, 56 Wellington Street, Stockport SK1 3AQ

Text (for deaf people) 07539 468560

If you are not satisfied with our response to your complaint, you also have the right to lodge a complaint with the supervisory authority, The Information Commissioners Office (ICO). To make a complaint, visit <https://ico.org.uk/make-a-complaint/>