

THAW Orkney (Administrative Lead)
Orkney Referral System and Orkney Money Matters Support Pathway

Privacy Notice

Our contact details

Name: THAW Orkney

Address: Anchor Buildings

Phone Number: 01856 878388

Email: info@thaworkney.co.uk

Who is this Privacy Notice for?

This privacy notice is for anybody using the Orkney Referral System and Orkney Money Matter's Support Pathway.

Orkney Money Matters is a partnership between support organisations in Orkney. The following organisations are involved:

- Voluntary Action Orkney
- Orkney Citizen's Advice Bureau
- THAW Orkney
- Orkney Blide Trust
- Orkney Foodbank
- Orkney Housing Association Limited
- Orkney Charitable Trust
- Orkney Islands Council
- NHS Orkney
- Social Security Scotland
- Home Start Orkney

Our aim is to increase access to advice and cash-based support. This is achieved through the Orkney Referral System, which places your details onto a joint online Customer Relationship Management (CRM) system, and the Orkney Money Matter's pathway, which is available to direct you to the right support. Anonymised information from the system will be used by the Orkney Money Matters partnership for reporting, auditing and funding purposes.

If a caseworker from a partner organisation thinks that you would benefit from the support of a specific organisation, they can offer to refer you through the **Orkney Referral System**. This means that they will add your contact details and further details that you want to share to the CRM to notify this organisation to get in touch to offer you support. Basic details will be accessible to all partners on the CRM, allowing onward referrals for additional support.

If you are in financial crisis or require more in-depth financial guidance, a caseworker can offer to make a referral to the **Orkney Money Matter's pathway**. This is a support service jointly triaged and managed by delivery partners (Orkney CAB, THAW Orkney and Orkney Foodbank) to provide a single route to advice and cash support. Further details will be added to the CRM during triage but are only accessible to delivery partners.

The Referral System and Pathway includes these details and records your consent for us to share information.

The type of personal information we collect

For the purposes of making referrals on the **Orkney Referral System**, we collect and share the following information:

Type of data	Reason for collecting and sharing
Contact details (name, phone number, email, address)	<ul style="list-style-type: none">Enables the partner who receives the referral to be able to contact the individual
Demographic details (Date of birth, gender, ethnicity, household details)	<ul style="list-style-type: none">Enables the partner to identify specific support and entitlements that may be available to the individualEnables the partner to monitor the demographics of those they support, and to ensure that they are reaching the whole diversity of the community in Orkney
Details about individuals' circumstances (e.g., reasons for referral as agreed to be shared by the individual, preferences or key needs during support)	<ul style="list-style-type: none">Enables partners to personalize the support they provideEnables the partner to identify specific support and entitlements that may be available to the individual
Referral history (which services the individual has been referred to, preferences for times and methods of communication, individual's desired outcomes from support)	<ul style="list-style-type: none">Enables partners to personalize the support they provideEnables partners to make informed decisions about any onward referrals they may need to make
Ongoing updates on support individual receives	<ul style="list-style-type: none">Ensures the partner is aware of any additional or updated information that impacts the support they provide

For the purposes of making referrals to the **Orkney Money Matters pathway**, delivery partners will collect and share the following additional information:

Type of data	Reason for collecting and sharing
Further demographic details (presence of long-term condition, household details, presence of unpaid caregiving responsibilities, employment status, tenure)	<ul style="list-style-type: none">Enables the partner to identify specific support and entitlements that may be available to the individualEnables the partner to monitor the demographics of those they support, and to ensure that they are reaching the whole diversity of the community in Orkney

Details about support history (which services the individual is in contact with currently and previously, information about Scottish Welfare Fund and Cash-first applications, details about the receipt of benefits)	<ul style="list-style-type: none"> • Enables partners to personalize the support they provide • Enables partners to make informed decisions about any onward referrals they may need to make
Details about individuals circumstances (e.g., financial situation, property and energy details, social isolation, relationship with family and significant individuals, abuse of alcohol and other substances, mental wellbeing and other instances that might lead to the need for the assistance of a professional)	<ul style="list-style-type: none"> • Enables partners to personalize the support they provide • Enables the partner to identify specific support and entitlements that may be available to the individual • Enables partners to make informed decisions about any onward referrals they may need to make
Ongoing updates between delivery partners on the support an individual receives	<ul style="list-style-type: none"> • Ensures the delivery partners are aware of any additional or updated information that impacts the support they provide

How we get the personal information and why we have it

The personal information we process for the purposes of making referrals is provided to us directly by you. We use the information that you have given us to make referrals to partner organisations or the Orkney Money Matters pathway, to provide further support to you.

Your consent to share this information is recorded on the consent page of the referral form and CRM.

As a member of the Orkney Money Matters partnership, we will also use anonymised information for reporting, auditing and funding purposes within the partnership.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is Article 6.1(a) your consent. You can remove your consent at any time. You can do this by contacting info@thaworkney.co.uk.

How we store your personal information

Your information is securely stored on the online CRM. Any paper copies of the referral form will be securely disposed of by partner organisations following online referral.

Your information will be kept on the CRM for 7 years after the date of the last update. This will automatically be disposed of by the system.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@thaworkney.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@thaworkney.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>