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**Providing quality services that make a real difference to people’s lives**

**Privacy Notice**

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Acorn Recovery Projects – Privacy Notice (Full)

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## 1. Summary

This Privacy Notice is a public document and applies to customers of Acorn Recovery Projectsto explain how the organisation collects and processes personal information to conduct normal business activities. We are a registered charity regulated by The Charities Commission and the Care Quality Commission and our normal activities are summarised here:

1. Providing psychosocial therapeutic treatment in community and residential settings.

1. Providing supported housing services.

1. Delivering training and education via Acorn Academy.

1. Offering support with life skills such as; debts, benefits, health, housing and employment.
2. Providing support to people seeking employment via New Leaf

1. Providing volunteering opportunities.

1. Media and production via Badkamra.

1. Delivering motivational programmes.

1. Providing support for affected families and loved ones.

Our purpose is:

‘Providing quality services that make a real difference to people’s lives’

We want to help individuals of all ages and backgrounds, and their families, live peacefully and prosperously in warm, secure homes and safe, friendly neighbourhoods. We have a passion for making our customers’ lives better.

### 2. Who we are

Acorn Recovery Projects is a registered charity set up to help individuals struggling with addiction and de-motivational issues to find and live a **Life worth Living.**

By providing innovative recovery services Acorn Recovery Projects enables individuals and their families to break free from drug, alcohol, and other addictions. We do this by helping our clients find emotional, social, and lifelong recovery.

#### Residential Rehabilitation

Acorn Recovery Projects operates two rehabilitation units in Stockport and Burnley.

Service users of the rehabilitation units can attend as day care clients or live in Acorn’s fully supported residential homes. Whilst attending a rehabilitation unit, service users can expect to receive support for not only their substance addictions but also family, social, welfare and financial issues. Service users can attend both a primary and/or a secondary programme. Primary programmes are typically 12 weeks in duration and secondary programmes last approximately 8 weeks. Whilst on a primary programme, service users can expect to receive therapeutic group interventions and one to one counselling. The secondary programme otherwise named PART (Positive Addiction Recovery Therapy) offers support to assist service users with the transition back into independent living.

#### Supported Housing

Acorn Recovery Projects offers CQC registered residential stays for clients accessing the rehabilitation programmes along with community based supported living accommodation.

#### Community programmes

Acorn Recovery Projects operate numerous community programmes within several

Local Authorities. Programmes available include the RAMP (Reduction and Motivational Programme), DEAP (Dependency, Emotional Attachment Programme), Low-Dose group, Pre-DEAP, New Leaf, mentoring, drop ins, and prison-based interventions.

#### Acorn Academy

The Acorn Academy provides quality training around drug and alcohol addiction for professionals, other organisations, and our own staff and volunteers.

The Academy is recognised as a centre for learning by the National Open College Network (NOCN), and we are also able to develop bespoke training packages upon request. It is currently developing rapidly, with more courses and projects being created.

#### Badkamra

Badkamra is our sound and vision production company. As well as delivering high class solutions for the private market, they capture and promote recovery from addiction through the journeys of our clients. Based in Fulstone House, Stockport, the team has a number of volunteers who have come through recovery with us.

Acorn Recovery Projects is the Data Controller in its own right whose Head Office is located at **Fulstone House, 130 Mile End Lane, Stockport, SK2 6BY.**

The company Data Protection Officer can be contacted at dataprotection@calico.org.uk or for general enquiries email: contact@acornrecovery.org.uk

### Other Parts of ‘The Calico Group’

#### Calico Homes - Housing

Calico Homes owns and manages approximately 4,600 homes in Lancashire. We aim to make a difference to the quality of life of individuals and the wider communities in which it works. We provide accommodation for families and older people, as well as supported housing and services for homeless people.

#### Health, Care & Support

At Calico, we provide a range of aspirational programmes to help you improve your physical and mental wellbeing, and to stay safe and independent. We can provide life-changing support with a range of issues, from homelessness and independent living to help with drug and alcohol dependency.

#### Skills, Training & Employability

We work with a host of organisations to deliver a range of services across the Northwest that provide housing-related support, tackle in-employability, and give information and advice. When it comes to helping people in our region into work apprenticeships and further training, we have an excellent reputation and a wealth of experience.

#### Construction & Development

We are committed to developing new and affordable homes across the region, and creating new and contemporary communities in which people are proud to live. We also provide a full construction service to help our clients achieve their targets through employment, building and regeneration. We champion local communities, driven by a desire to improve the lives and futures of everyone involved in the work we do.

### 3. How we collect your information

Acorn Recovery Projects collects information from you via a variety of sources, including when you access our treatment services, complete one of our forms, make an enquiry and also when you call, write, email or meet us. Additionally, we may collect information when you use our social media and/or website.

We operate a CCTV system at our office and primary residential premises for the detection and prevention of crime. It operates continuously and recordings are held for up to one month.

From time to time we may operate CCTV/sound recording and/or use photography to capture evidence of breach of contracts, alleged anti-social behaviour or crime.

We take photographs at our properties, events and in our communities to use for record keeping, marketing and publicity. Photographs of individuals will only be used for marketing and publicity with the individual’s consent.

We may receive information about you from third parties including:

* Police, welfare or other support organisations involved with you

* Your council, local authority and benefits agencies

* GP’s, nurses, hospitals and other health professionals involved in your care

* Social services (where applicable)

### 4. What information we collect about you

The information we require from you, the service user or tenant includes:

* Full Name
* Date of birth
* National insurance number
* Contact details (phone, e-mail or correspondence address)
* Card details if you pay by card (however card details are not stored)
* Banking details (if you pay by BACS, standing order)
* Details of anyone authorised to act on your behalf
* Next of kin details
* Proof of housing eligibility, any interest or equity in other property
* Other personal information that will vary on a case-by-case basis to help us resolve breach of tenancy, breach of contract, alleged anti-social behaviour or fraud.

The information we may collect from you includes:

* Disabilities or vulnerabilities. We use this information to tailor our service to better meet your particular circumstances.
* Financial information. We may use this to help resolve payments and optionally to provide welfare, benefits and debt advice as a free service to help you budget and pay your bills or apply for funding on your behalf.
* Mental and physical health details including current medications to enable us to tailor our service to better meet your personal circumstances.
* Legal status and details of previous criminal activity to enable us to safeguard you and others.

### 5. Consent

We may sometimes process your data for specific purposes, in these instances we will always ask for your written consent. You have the right to withdraw your consent at any time where relevant. However, this may affect the services that we can make available to you. Further explanation on this subject can be found within our consent form, please contact us directly if this is the case.

### 6. How we process your information

The information we require from you is used to manage your support, tenancy or other contract between you and Acorn Recovery Projects. Please read your contract carefully for specific details as ‘performance of a contract’ is usually the legal basis for processing your information and carrying out our activities.

The processing activities we conduct can be summarised as:

* Managing your treatment and the service you access
* Managing your welfare and that of others in and around the service
* Safeguarding you, other service users, staff, volunteers, visitors, and the general public
* Reporting
* Complying with relevant legislation and regulations

Warning and vulnerability information may be processed as part of any function we legitimately perform for safeguarding of our workforce, including contractors, service users, visitors, and the general public.

Acorn Recovery Projects conducts research and statistical analysis to help improve our business processes and the services offered to our customers, as well as to evaluate our performance against other benchmarks. When possible, statistical information is anonymised or pseudonymised.

Acorn Recovery Projects conducts surveys regularly and periodically relating to our services in order to gauge satisfaction and make improvements based on feedback. Links to online surveys about your experience with Acorn may be sent to you via email or text message. These will only consent if consent is given at the start of your support from Acorn, and you can opt out at any time. Further information on this can be found within our consent form.

Acorn Recovery Projects operates a range of information, communications systems, and technologies for efficient operation of the business. Personal information is stored and managed within those systems which are maintained to achieve a high level of

Confidentiality, Integrity and Availability (CIA) including following best practice cyber-security standards.

We hold information in IT systems which may be copied for testing, backup, archiving and disaster recovery purposes. All data is held within the UK.

### 7. Additional voluntary services

Acorn Recovery Projects conducts a number of additional voluntary services including delivering family groups, providing one to one placement counselling, aftercare services, and gathering information to improve our services.

For these voluntary services, where your personal information is needed and your consent is required, we will always explain the service and obtain your consent to proceed, usually by way of a sign up / consent form for that service.

For the additional services, much of the information contained in our Privacy Notice is still relevant, such as details about Calico Homes as the Data Controller, contact information for the Data Protection Officer and the rights you have under the legislation, including the right to withdraw your consent and the right to complain.

### 8. Children’s information

Acorn Recovery Projects does not normally process children’s information as part of the service, as all service users are adults. However, we record children’s basic information for the sake of safeguarding; this includes their name, age, school and living arrangements. This is required for ensuring that children are safeguarded and being looked after appropriately whilst you access our services.

We may receive children’s information if we are involved in the aspects of a welfare case as part of a multi-agency working solution.

### 9. Property information

Much of the data we use relates to our properties, which includes their maintenance and repair. However, information such as the age of the kitchen, the results from an asbestos survey, planning to replace windows or a repair to a tap etc., we do not consider to be classed as personal information.

We are happy to assist you in any questions or queries you may have about the property you are living in and any work done to it.

As soon as your name, contact details or other personal information is used in conjunction with property information, such as to complete a property repair visit, then this is treated as personal information.

### 10. How we will communicate with you

Acorn Recovery Projects needs to communicate with its customers, and this will usually be face to face, in writing or by telephone.

Our service users may receive promotional material about community events that relate to them, or which are taking part in their local community, to opt-out please contact us via email to: contact@acornrecovery.org.uk to update your preferences.

We will only discuss or communicate your support details with those named on the agreement or those authorised (temporarily or permanently) by you. Authorisation of a temporary person can be done verbally over the phone, however, to nominate someone permanently you must contact your support worker.

### 11. Who we share data with and how long we keep information

Acorn Recovery Projects processes and shares anonymised data with the Public Health England (PHE) via the use of the National Drug Treatment Monitoring System (NDTMS). The data will be processed on the following basis:

* In the public’s interest or the controller’s official authority
* For reasons of public interest in the area of public health (for example, to ensure high standards of quality and safety of care)
* For archiving, scientific or historical research or statistical purposes

However, Acorn Recovery Projects and PHE will continue to respect service users’ consent and withdrawal of consent for contributing their treatment information to NDTMS. The full NDTMS privacy notice will be available at the start of your treatment and can be found here: <https://www.gov.uk/government/publications/confidentiality-guidance-for-drug-and-alcohol-treatment-providers-and-clients/ndtms-privacy-notice>

We may share your information with a language translation service if it is necessary to translate any information into or from a foreign language for you.

Acorn Recovery Projects may need to share personal information with government departments and agencies, with our regulator and auditors or with other organisations and agencies where we are legally allowed to do so.

Acorn Recovery Projects will share your information with those you consent for us to share with. You may adjust your consent at anytime by speaking with your support worker or emailing contact@acornrecovery.org.uk

For details on the retention of the information we hold, please refer to our Data Retention Policy. A copy of the Data Retention Policy may be obtained via a member of staff, over the phone or by emailing contact@acornrecovery.org.uk

### 12. What we will not do

We will not send individuals unsolicited direct marketing material without their consent. However, we may conduct business to business marketing campaigns.

We will not sell individuals personal information on to third parties.

We will not pass on your personal information to unrelated third parties unless we are allowed or required to do so by law or we have your explicit permission to do so.

We will not transfer or store your personal information outside of Europe (the European Economic Area) outside of the control of the UK / European regulations.

### 13. Your rights, the right to complain and the ICO

You have the right to request a copy of the information we hold about you. Please contact dataprotection@calico.org.uk if you wish to request access to any of your personal information and we will always endeavour to answer your questions as part of our normal friendly, helpful service.

If you make a Subject Access Request, or SAR, we will not make a charge for this service and will respond within one month of receiving your request. However, it will always help if you can be specific about what personal information you want to see, what it relates to and within what timeframe, as that will assist our search.

You have the right to correct any information that we hold for you. To advise of any changes or corrections, please contact our Data and Performance team on 0161 484 0000 or via email to contact@acornrecovery.org.uk

You may withdraw your consent to use information previously provided at any time where relevant. To do this, please contact us at contact@acornrecovery.org.uk for us to complete your request.

You also have other rights which can be seen by visiting the Information Commissioner’s Office (ICO) website and reading about Data Protection law at <https://ico.org.uk/>

You have the right to complain about any matter relating to our service, including how we use your personal information:

* In the first instance please contact our Data and Performance team on 0161 484 0000 or e-mail contact@acornrecovery.org.uk to raise a complaint.

* If you are still not happy with our service you may complain to the Charities Commission Service at <https://www.gov.uk/complain-about-charity>or the Care Quality Commission at [https://www.cqc.org.uk/contact-us/how-complain/complainabout-service-or-provider](https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider)

* If you wish to complain about our use of your personal information you may complain to the UK Information Commissioner’s Office (ICO) at <https://ico.org.uk/>Our ICO registration number is **Z6764409**.

### 14. Further information

For further information about Acorn Recovery Projects, please see our website at [https://acornrecovery.org.uk](https://acornrecovery.org.uk/) (including website terms & conditions and information about website cookies) or contact us on 0161 484 0000.

### 15. Changes to our Privacy Notice

This privacy notice was last updated in September 2021 and subsequently will be updated to reflect changes either to the way in which we operate or changes to data protection legislation. We will bring any significant changes to your attention but to make sure that you keep up to date, we suggest that you revisit this notice from time to time. The latest full version is always available from our website at [https://acornrecovery.org.uk](https://acornrecovery.org.uk/)