

## **Why do we have personal information and who is responsible?**

Under data protection requirements we are required to inform you how we will process any information we hold about you. Connect Gwent is a multi-agency hub providing service for victims and witnesses of crime. It is supported by the Gwent Police and Crime Commissioner and meets the duty to provide Victim Support Services.

Gwent Police are the data controller and is responsible and liable for processing your personal information in compliance with current data protection legislation (Data Protection Act 1998 until 25/5/2018 thereafter the UK Data Protection Act 2018 and the EU General Data Protection Regulation). This notice tells you how we do this.

For the purposes of this Notice and the responsibility that it fulfils the agencies within Connect Gwent are data processors. Once victims are notified of the sharing of their information and they do not decline the service, the most appropriate agency in Connect Gwent will contact victims to offer support. Any support provided will be by full consent only.

If you have any questions about this please contact the Connect Gwent Coordinator on 03001232133/ [Connect Gwent](#)

## **How does Connect Gwent use your information and what is the lawful basis for doing so:**

Connect Gwent offers a support service to people who have been victims of crime. Gwent Police and other referring organisations as well as victims themselves provide Connect Gwent with victim's details and information to enable them to contact victims and offer support. This can be done by email, phone or via the website.

Gwent Police processes and shares information with Connect Gwent on the basis of performing a legal obligation. This legal obligation is the Victim Code of Practice (under Section 54 of the Domestic Violence, Crime and Victims Act 2004) by which police are required to inform victims their information will be shared with a victim support service unless victims request that it is not shared. All other organisations referring to Connect Gwent will require to gain your consent fully before referring to Connect Gwent.

When Connect Gwent makes initial contact with the victims we will gain your consent before collecting and processing further personal information. We only use the details we receive to provide our support service to victims of crime and for other closely related purposes. For example, we will use

the contact details you provide to contact you and if needed, will use other information you provide to assess your need for support. We might use information about people who have indicated they are happy to receive a call back to carry out a survey to find out if they are happy with the level of service they received.

The following categories of personal information that are usually processed are:

- Your contact details
- Some information about the offence you were victim of and how that made you feel.
- Information about your individual support needs.
- Information about services and service providers you have consented to be referred on to.
- Your views on the quality of the service provided to by Connect Gwent.
- Details of the Connect Gwent staff that provided your service.

We may also process data called 'special category data' which is more sensitive data such as health issues or your sexual orientation. We do this under the criteria of 'substantial public interest' of the GDPR. This is to ensure that we are providing a fair and appropriate service and ensuring that people are included and not excluded in receiving support from Connect Gwent.

### **What information we would hold and what we would do with it?**

The information that is held by Gwent Police and then shared with agencies in Connect Gwent is about the crime you have experienced and your contact information so that you can be offered a service. Once you are receiving support from any specific agency in Connect Gwent they will keep some simple information on the support provided to you. Any information held will normally only be seen by the people who are providing support to

you. Managers may also access any records to ensure that staff are delivering services in line with policies and procedures and providing good support. Occasionally where there is a concern for safety we may share information with or without consent.

The information is held electronically and on rare occasions where it is appropriate and necessary it is in hard copy which is kept securely and safely.

### **How long we would hold your information?**

The information will be kept for no longer than necessary. This is not normally for longer than 6 years. There may be cases where it is within legal and best practice guidance principles to retain the information for longer.

### **Information provided on the Connect Gwent Website**

Any information submitted to Connect Gwent by a user via this website will be treated in confidence and will not be disclosed to third parties unless required to do so by law.

This website contains links to other websites over which Connect Gwent have no control. Connect Gwent is not responsible for the content or reliability of any of the websites referenced, and does not necessarily endorse the views expressed within them. The listing of any particular website shall not be taken as endorsement of any kind. We cannot guarantee that these links will work all of the time and we have no control over availability of the linked pages.

### **Deleting your information:**

Once you have engaged with our services, you can withdraw your consent at any time and we will delete your information immediately. If you wish to withdraw your consent you can do so by contacting the Connect Gwent by telephone, email or in writing at the following address:

Connect Gwent  
Blackwood Police Station  
Blackwood Road  
Pontllanfraith  
NP12 2XA

In exceptional cases where there is a domestic homicide review or serious case review, it may be necessary to retain your information for a further period, in the public interest, and only for purposes of the review.

If at any time you chose to withdraw your consent for the Connect Gwent to process your information, we will delete your personal information immediately.

### **Your information rights:**

Under the Data Protection Act 2018 you are entitled to the following data rights:

1. The right to be informed about how the organisation processing your personal information will use it. This information is being provided to you via this Privacy Notice.
2. The right of access to confirmation that your personal information is being processed, access to a copy of your personal data, and other supplementary information that can be seen on the Victims First Privacy Notice. Unless your request is excessive or manifestly unfounded your request will usually be processed free of charge and within one calendar month.
3. The right to have your personal information rectified if it is inaccurate or incomplete.
4. The right to ask for the erasure of your personal information.
5. The right to restrict the processing of your personal information in the following circumstances:
  - You contest the accuracy of the personal information.
  - Where you have objected to the processing and your objection is being considered.
  - Where the processing is unlawful but you do not want the data to be erased.
  - Where the personal data is no longer needed but you want it to be retained for the purpose

of establishing / exercising / defending a legal claim.

6. The right to data portability where you can ask for a copy of the personal information you provided so you can easily reuse it with another service provider.

7. The right to object to the processing of your personal information and other activities such as profiling, direct marketing and for scientific / historical research requests.

8. Rights in relation to automated decision making and profiling so that you can:

- Obtain human intervention.
- Express your point of view.
- Obtain an explanation of the decision and challenge it.

If you wish to exercise any of your rights as explained above please contact:

Gwent Police Data Protection Officer

Telephone: 01633 645777

Email: [Data Protection](#)

Address: Gwent Police Headquarters, Turnpike Road, Cwmbran, NP44 2XJ

**If you wish to make a complaint:**

If you wish to make a complaint you can contact the Connect Gwent Coordinator in the first instance on 03001232133/ [Connect Gwent](#)

In addition if you feel that that Connect Gwent has not handled your information appropriately or in accordance with the current Data Protection legislation you can also make a complaint to the Information Commissioners Office: You can contact the ICO helpline on 0303 123 1113.

**Further information on Connect Gwent Partners**

Connect Gwent is a multi- agency service comprised of organisations and staff supporting victims of crime. These are the organisations and links to each organisations website to access further information:

Victim Support- <https://www.victimsupport.org.uk>

Age Cymru Gwent- <https://www.ageuk.org.uk/cymru/gwent>

Umbrella Cymru- <https://www.umbrellacymru.co.uk>

Aneurin Bevan University Health Board  
- [www.wales.nhs.uk/sitesplus/866/home](http://www.wales.nhs.uk/sitesplus/866/home)