

WHAT IS THE DATA PROTECTION ACT?

The Data Protection Act 1998 (the Act) came into force on 1st March 2000 and allows you certain rights to access information held about you. The Act establishes rules for processing personal information and now applies to most paper records and electronic records.

All staff are obliged to comply with the Act and, therefore, must ensure that handling of all personal information is managed in accordance with the Data Protection Principles.

Personal data must be:

1. Processed fairly and lawfully
2. Processed for specified purposes
3. Adequate, relevant and not excessive
4. Accurate and kept up-to-date
5. Not kept for longer than necessary
6. Processed in accordance with the rights of data subjects
7. Protected by appropriate security (practical and organisational)
8. Not transferred outside of Europe without adequate protection

If you want any more information please talk to a member of our team.

Registered address

METRO Greenwich
141 Greenwich High Road, London, SE10 8JA

020 8305 5000

info@metrocharity.org.uk

metrocharity.org.uk

[@METROCharity](https://twitter.com/METROCharity) | [f](https://www.facebook.com/METROCharity) METRO Charity

Charity Number 1070582



OUR PROMISE TO YOU



METRO
Embrace Difference

WHAT YOU CAN EXPECT FROM US

Our quality service promises to you:

- We are welcoming and friendly and always do our best to help you
- We are open, honest and responsive in all of our communications with you
- We are polite and treat you with respect and understanding
- We treat you as an individual
- We work to understand your needs by listening to you and giving you time and space
- We value your feedback and use it to improve our services
- We communicate with you in ways that work for you
- We use plain English and clear language
- We provide you with accurate and up-to-date information
- We protect your personal information
- We invest in our team so they can support you better
- We regularly check how we are doing against our quality service promises

WHAT WE ASK OF YOU

- Be polite and treat our staff with respect
- Let us know if you have any special requirements so that we can provide the right help
- Provide us with feedback

FEEDBACK

You can give feedback to members of our team and/or using our Compliments & Complaints leaflet.

CONFIDENTIALITY

METRO is committed to providing you a safe and confidential space. To give you the best service possible we need to record some information about you. We understand that confidentiality is important to people, especially around sexuality, gender history, HIV and mental health.

HOW WE USE YOUR INFORMATION

We use your information to provide a service and/or treatment to you, check the quality of your care, help you make good decisions about your health and to investigate complaints.

We sometimes use your information more generally to:

- Check the quality of care we provide to everyone
- See how we spend money
- Plan and manage the service
- Train staff and volunteers
- Carry out research

If we use your information for these reasons, we will remove your name and other details which could identify you.

Personal information is only disclosed outside METRO when you have agreed in advance, or in exceptional circumstances such as:

- Threats of or actual violence
- Risk of harm to yourself or others
- Child abuse or neglect