

TERMS OF SERVICE AND PRIVACY INFORMATION

The Royal Free Charity support hub was set up in 2018 to provide information and support to Royal Free London patients and carers affected by long-term health conditions.

One of the services we offer is welfare rights advice and assistance. Our advisers support an array of things including benefit applications, appeals, and housing advice.

This service is funded thanks to the generosity of Royal Free Charity donors, so there is no cost to you, the service user. If you have any questions, please email:

Elizabeth.fowler@royalfreecharity.org

Privacy information

The below information lets you know about how we handle your personal information.

If you have any questions about this, wish to make a request to see your information, exercise any of your other data protection rights, or have a complaint please contact the support hub lead, Liz Fowler: Elizabeth.fowler@royalfreecharity.org

Please find the Royal Free Charity privacy notice here where you can read more about your data protection rights: <https://royalfreecharity.org/about/privacy-policy/>

Where is my information kept?

We record and hold your information in your client file in our secure client case management database.

Do you need my consent?

We need your personal information to understand your situation. We use it to help with your enquiry or case. We are an advice service and will be working on your behalf, so we need this information to be able to support you. We will ask for your consent when opening your enquiry or case. If we have ongoing casework, we will ask you to sign a consent form agreeing we can store your information.

Who can see my personal information?

Your information can only be accessed and used by the support hub team (including welfare rights advisers, support hub lead and coordinator). We will ask for your agreement before we contact any third parties; we will ask you to provide your consent via the initial consent form. We will also give feedback to the medical professional at the Royal Free London who initially referred you about the outcome of our support with you.

Will my personal information always remain confidential?

We protect your confidentiality. However, we can share your personal information in the following circumstances:

- When there is a legal requirement – because of a law or a court order.
- Where there is an overriding public interest (e.g., to prevent serious crime or serious harm to self or other person)
- To prevent abuse to you or another person or people (e.g., physical, sexual, psychological, financial)

How long will you keep my personal information?

The RFC Support hub retains your personal information for the advice industry standard of 6 years. If you'd like your information removed before this, please get in touch.

What if I want more detail?

Full details can be found on the Royal Free Charity privacy policy:

<https://royalfreecharity.org/about/privacy-policy/>. The below information outlines our terms of service. If you have any queries please talk to your welfare rights adviser, or you can contact the welfare rights supervisor: suki.jandu@royalfreecharity.org or the support hub lead: Elizabeth.fowler@royalfreecharity.org

Support hub - Terms of Service

Your adviser

An experienced welfare rights adviser will call you to discuss your situation. They are responsible for assessing the level of help that you need, providing general advice and sending you a follow-up email. If we are doing casework, your welfare rights adviser will be responsible for the conduct of your case. The welfare rights supervisor will be responsible for overseeing their casework.

Zero tolerance of abuse

The Royal Free Charity will not tolerate abuse or violence directed at staff or volunteers. Our staff and volunteers are dedicated to delivering for clients and have the right to work free from fear of assault or abuse in a safe and secure environment.

This includes inappropriate or aggressive words or behaviour, including:

- discrimination e.g. racism, sexism or homophobia;
- abusive or intimidating language
- swearing
- violence or threatening violence

We reserve the right to withdraw our service because of abuse, violence, or inappropriate words or behaviour.

Feedback and complaints

We are always keen to learn and improve our service. If you have any feedback or suggestions for the service, please email: suki.jandu@royalfreecharity.org and/ or Elizabeth.fowler@royalfreecharity.org

In the unlikely event that you are dissatisfied with the quality of the service, please contact your welfare rights adviser in the first instance. If you remain dissatisfied, please email the welfare rights supervisor, Suki Jandu at: suki.jandu@royalfreecharity.org

You can find the full Royal Free Charity complaints policy online:
<https://royalfreecharity.org/complaints-policy-and-processes/>

Please keep this information for future reference.