

## What the Data Reporting Framework (DRF) is

GambleAware's main role is to reduce gambling related harms across Great Britain by commissioning quality treatment services. GambleAware also contributes to knowledge and understanding of gambling treatment and prevention through research and evaluation of treatment service data.

All treatment providers across the National Gambling Treatment Service (NGTS) provide anonymous information about the people who they treat to a centralised Data Reporting Framework (DRF). The DRF is managed by ViewItUK on behalf of GambleAware. It is used to inform research and evaluation into better delivery of gambling treatment.

## What does the DRF collect?

When you meet with a treatment provider, they record information about you and the treatment that you receive. This will include, but not be limited to, your history, your gambling behaviour and its consequences.

Treatment providers will submit some of the recorded information about you to the DRF,

though they will only submit anonymised data with which you cannot be directly identified. Because you may be seen by more than one agency within the NGTS, some of your information may be used to identify potential duplication of reporting (e.g. your month of birth & first part of your postcode).

## Who is DRF data shared with?

With the permission that you have given, GambleAware (or ViewItUK on behalf of GambleAware) may choose to share the anonymised information in the DRF with partners it commissions to conduct independent research and evaluation. We will never share your information for financial or commercial gain.

Summary information from the DRF that cannot be used to identify you may be made available to government agencies so that they can monitor the impact of policies and plan services.



## How is your information protected?

Information shared by treatment providers to the DRF system is anonymised at source; at **NO** point is any directly identifiable data shared by treatment providers. Your name, full date of birth and full address are **NOT** submitted to the DRF. While we may use some details to identify potential duplication of reporting (e.g. your month of birth & first part of your postcode), these will never be supplied to third party organisations.

The DRF data are stored at all times in a secure manner that is compliant with data protection regulations. Access to these data is restricted to pre-approved employees of GambleAware and ViewItUK, and the trusted partners that GambleAware chooses to share the data with.

## Your information and your rights

At all times, collection and use of your data must comply with the requirements of the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) 2018.

All information that you provide to treatment providers is confidential, unless there is an

obligation to pass it on where national security or criminal activity is involved, where the information is likely to cause damage or distress to another person, where there are safeguarding or child protection concerns, or where someone is at immediate risk to themselves or others.

Treatment services keep your information, together with details of your care, because it may be needed if you require further support in the future.

- You have the right to access and receive a copy of your personal data, such as your care, support, and treatment (Subject Access Request).
- You have the right to request that your records are rectified or completed if they are erroneous or incomplete.
- You have the right to request that your records are deleted. Where it is deemed there is a 'legitimate interest' in keeping your records in line with legislation you have the right to be notified if your request may be denied.
- You have the right to request the restriction or suppression of your personal data. In this case, we may continue to hold your data but will not use it. Where it is deemed there is a 'legitimate interest' in using your information in line with legislation you have the right to be notified if your request may be denied.
- Sometimes services may need to share certain information (for example on the outcome of your referral) with other treatment services involved in your care, and as part of your continuous treatment journey. When this is required, we will ask for your permission to share the information that is necessary to your care, treatment, and support.

The sharing of sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to:

- Only use the information for the purposes you have agreed to.
- Keep the information strictly confidential.