



Service Level Agreement – Provision and Use of Quarterly Data

Date:

Between

Welsh Women's Aid (WWA)	
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Service Agreement Details

Name of organisation:	Welsh Women's Aid
Contact Person:	Kate Jones – Head of Services and Survivor Engagement
Tel No.:	02920 541 551
Email address:	Katejones@welshwomensaid.org.uk

Name of organisation:	
Contact Person:	
Tel No.:	
Email address:	

1. Introduction

The purpose of this agreement is to create a common understanding and to agree expectations of both parties regarding the responsibilities for the sharing and use of organisational data. This agreement will contribute to and provide a framework through which understanding of the provision and demand for services across Wales can be viewed, analysed, and reported. This document also acts as a privacy notice for membership data collected by Welsh Women's Aid.

Welsh Women's Aid's purpose for collection of data is to gain a national and regional picture of service provision and demand for support, and to identify trends and patterns to inform our members and commissioners, but also to shape our policy, influencing and campaign work as a federation across Wales and the UK. Without a robust national picture,





the impact of the violence against women, domestic abuse, and sexual violence (VAWDASV) sector is significantly reduced, as the data provides a significant evidence base to back up consultation responses and campaigning in support of our VAWDASV policy and public affairs activities for the specialist sector.

2. Responsibilities and Expectations

Under this agreement, each organisation will commit to the following responsibilities:

WWA Member Organisation	WWA
<ul style="list-style-type: none"> • Ensure organisational commitment to the collation and provision of accurate data;¹ • Provide data by the timeframes below;² • Ensure all data submitted is anonymised in relation to service users/survivors;³ • Provide feedback in 2024-25 regarding future development of data collection and reporting mechanisms by the federation in Wales and the UK (in line with the publication of national indicators in Wales) to inform consistent improvement and development of the data reporting framework. 	<ul style="list-style-type: none"> • Ensure organisational commitment to the analysis and reporting of data provided; • Produce a quarterly national analysis report and circulate to members by the timeframes below; • Produce an annual national data analysis report using cumulative quarterly data and circulate to members by the timeframes below; • WWA will not request personal data of individual service users; • Treat all data and organisational information provided as commercially sensitive.⁴

¹ This includes frontline service data for types of services provided by the organisation (e.g. refuges, sexual violence, community outreach and sexual exploitation services), European or global data count and any other additional reasonable information requests to inform policy, campaigning and research work.

² Data timeframes are detailed in section 5. Where possible, where one member operates as the umbrella group for multiple services, data should be provided per service within the group. However, where this is not possible data should be provided per PCC area (Gwent, North Wales, South Wales, Mid Wales).

³ All services must inform service users that their data will be provided to WWA anonymously for evaluation and monitoring purposes.

⁴ WWA is committed to safeguarding personal data of service users, and complies with the Data Protection Act 2018 and EU General Data Protection Regulation (GDPR).





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3. Data Use

The purpose of collecting this data is to gain a national picture of service provision, demand and to identify trends and patterns to inform members and commissioners, and to shape our policy, lobbying influencing, and campaign work as a federation across Wales and the UK National and regional analysis reports, which will be made available for members, can also be used by member services to inform their contributions to local needs analysis as part of commissioning processes, and for fundraising etc.

All data will be stored digitally on Microsoft SharePoint, in line with our WWA Confidentiality Data Protection and Sharing Information policy, a copy of which can be provided to you upon request.

The following provides details regarding how the data provided by members will/will not be used.

How data will be used:	How data will NOT be used:
<ul style="list-style-type: none"> • To identify trends and the impact of policy and legislation changes, such as legal aid and welfare reforms on service provision. • Within campaigns, reports and training materials to provide national/regional statistics on service provision, demand, and usage. • To inform policy work including government consultations and awareness raising. • To inform research • In publications as national statistics on VAWDASV to support the core work of WWA federation. • Within reports provided to the Welsh Government, Members of the Senedd, and other organisations, and individuals. 	<ul style="list-style-type: none"> • WWA will not use individual organisational data provided to WWA by member organisations for any bid or to inform any application for funding (only anonymised national data will be used). • WWA will not share an individual organisation's data with another organisation or individual, including WWA Trustees, unless written authorisation has been received from the member organisation concerned.

Pendragon House, Caxton Place | Pentwyn, Cardiff | CF23 8XE
 Tel: 02920 541551
info@welshwomensaid.org.uk | www.welshwomensaid.org.uk

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<ul style="list-style-type: none"> • Member organisations will be able to use the nationally and regionally provided anonymised data analysis reports for their own requirements, such as benchmarking, reviews, and funding purposes. • Anonymised analysis reports will only be used by Welsh Women's Aid for its own funding applications to support our national engagement and membership support delivery. For example, to demonstrate the number of service users our members support and to inform Welsh Women's Aid policy work. • Quarterly and annual national reports will be made publicly available on Welsh Women's Aid's website. • Anonymised data may be requested and provided for research purposes and to inform the production of thematic briefings from time to time. 	
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4. Data collection changes for 2024-2025

Throughout the financial year 2023-24, the key leads for each member service sought feedback through various means, on the current quarterly data collection form. Through this process, WWA spoke with a variety of stakeholders including CEOs, service managers and data contacts of member services. There have been no major amendments to this year's data collection form.

In previous years, Welsh Women's Aid received a suggestion that member services provide case studies on a quarterly basis. This has not been made a compulsory quarterly request, as it is not possible for all members to fulfil this request. However, **if members do have interesting cases on different topics which they would like to share with us to improve policy or research, these can be sent to membership@welshwomensaid.org.uk. Please ensure that any case studies are anonymised before sending.**





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WWA acknowledges the concerns raised by several member organisations regarding the time involved to collate the data for our data collection forms. We will be dedicating resources over the next financial year to exploring solutions to ensure data collection is as time- and cost-effective for all members as possible.

5. Conflict Resolution

Any ongoing conflict with the expectations stipulated within this agreement will be treated in accordance with WWA Complaints Policy (as appropriate) or if necessary, as set out in the Welsh Women's Aid Membership Pack, Appendix 1 - Welsh Women's Aid Disaffiliation Standing Orders.

6. Agreement Review

This agreement and its content will be reviewed by both parties on an annual basis.

Organisation:	Welsh Women's Aid	<Partner Organisation>
Signature		
Name:		
Role:		
Date:		

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WWA Data Submission and Reporting Dates 2024-25

Quarter	Topic/Data Required	Date required	Report to be circulated
Q1 data	<ul style="list-style-type: none"> • Optional Case Study • Protected Characteristics Data • Service data: <ul style="list-style-type: none"> - <i>Refuges</i> - <i>Other Services in Community</i> - <i>Sexual Violence Services</i> - <i>Sexual Exploitation</i> 	31 st July, 2024	September 30 th , 2024
Q2 data	<ul style="list-style-type: none"> • Optional Case Study • Protected Characteristics Data • Service data: <ul style="list-style-type: none"> - <i>Refuges</i> - <i>Other Services in Community</i> - <i>Sexual Violence Services</i> - <i>Sexual Exploitation</i> 	31 st October, 2024	6 th January, 2025
Q3 data	<ul style="list-style-type: none"> • Optional Case Study • Protected Characteristics Data • Service data: <ul style="list-style-type: none"> - <i>Refuges</i> - <i>Other Services in Community</i> - <i>Sexual Violence Services</i> - <i>Sexual Exploitation</i> 	31 st January, 2025	31 st March, 2025
Q4 data	<ul style="list-style-type: none"> • Optional Case Study • Protected Characteristics Data • Service data: <ul style="list-style-type: none"> - <i>Refuges</i> - <i>Other Services in Community</i> - <i>Sexual Violence Services</i> - <i>Sexual Exploitation</i> 	30 th April 2025	29 th June 2025
	<ul style="list-style-type: none"> • Deep Data Dive: Topic to be confirmed 		
	<ul style="list-style-type: none"> • Deep Data Dive: Topic to be confirmed 		
	<ul style="list-style-type: none"> • Deep Data Dive: Topic to be confirmed 		
Q4 data	Annual Reporting	During Quarter 4	August 2025

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Privacy Notice

This Privacy Notice explains how Welsh Women's Aid (WWA) will use your personal information, who it will be shared with and for what purpose. Your personal data is defined as any information that can directly or indirectly identify you. This notice explains how we keep your data safe and secure and includes information you need to know about your rights and how to exercise them.

1. What data is collected?

As part of this data collection process, we may collect the following information:

- Name and organisation returning the data (Personal data)
- Annual Routes to Support data entry
- Quarterly data form submission
- Quarterly case studies (optional)
- Data to inform Deep Dive Dives (in line with annual submission schedule)

2. Why is the data collected?

The purpose of collecting this data is to gain a national picture of service provision, demand and to identify trends and patterns to inform members and commissioners, and to shape our policy, lobbying influencing, and campaign work as a federation across Wales and the UK National and regional analysis reports, which will be made available for members, can also be used by member services to inform their contributions to local needs analysis as part of commissioning processes, and for fundraising etc.

To collect and process your personal data, we will be relying on Contract as our lawful basis.

3. What do we do with the data?

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As outlined in the table in section 3 of the data SLA – Data Use. All of the information you provide will be held securely by Welsh Women's Aid on SharePoint. The aggregated data from the quarterly data collection forms will be published on the Welsh Women's Aid website. Your name and e-mail address will also be added to relevant mailing lists. These mailing lists will only be used to send you information relevant to the sector which is needed to help support the work that you do.

Electronic information is stored on Microsoft SharePoint, Google Drive, and/or local machines. WWA is registered with the Information Commissioners Office and certified under the Cyber Essentials scheme, for more information please visit <https://www.cyberessentials.ncsc.gov.uk/> or contact dataprotection@welshwomensaid.org.uk. We have undertaken third-party supplier assessments on all our suppliers and have identified a low risk for these organisations. Such decisions are assessed on a regular basis and our findings are kept for record purposes.

4. Do we share the data we collect?

Your personal data will not be shared externally, however the aggregated data from the quarterly data collection forms, will be used externally via campaigns, reporting, training materials, and briefings. The aggregated reports may also be shared with organisations such as the Police and Crime Commissioners and the Welsh Government. The annual report will be made available to the public via the Welsh Women's Aid Website. Furthermore, aggregated data will be available to academic researchers on request and upon completion of a Service Level Agreement (SLA).

5. How long do we keep the data?

Quarterly and national data is kept for 6 years, after which the raw data is destroyed. The aggregated reports, however, will be kept indefinitely. Welsh Women's Aid keep a Record of Processing Activities (RoPA) which maps out where the information is stored, how long it is kept for and the date it is deleted from their systems. This will help them to ensure that the data is deleted on time.

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6. Your rights

You have the right to:

- **Information:** Individuals have the right to be informed about the collection and use of their personal data (this privacy notice). This is a key transparency requirement under the UK GDPR.
- **Access:** Ask to see the information about you that is held by WWA (also known as a Subject Access Request)
- **Rectification:** Have information about you changed if it is not correct
- **Erasure:** Ask for us to delete some or all your information we hold about you (subject to our contractual and/or legal obligations)
- **Withdraw consent:** You can withdraw your consent to process your data at any time (if consent is our lawful basis for processing your data) by contacting us via dataprotection@welshwomensaid.org.uk.

In addition, the following rights apply only in certain circumstances:

- **Avoid automated decision-making:** Question decisions made about you by a computer
- **Portability:** The right to data portability
- **Restriction of processing:** Restrict the processing of some or all your information if it is deemed to be inaccurate or we are not lawfully allowed to use it.

To exercise any of these rights please contact the GDPR leads via

DataProtection@welshwomensaid.org.uk

If you are unhappy with the way your request is handled or disagree with a decision made by WWA regarding your data, you can submit a complaint. In these circumstances you can contact the Data Protection Team and request a review of the decision by emailing

DataProtection@welshwomensaid.org.uk.

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If you are not satisfied with any outcome from the data protection team, you may wish to apply to the Information Commissioners Office at:

The Information Commissioners Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 (local rate)

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