



Bassetlaw

ACTION

Centre



MAKING A DIFFERENCE THROUGHOUT BASSETLAW

BASSETLAW ACTION CENTRE - CANAL STREET - RETFORD - NOTTINGHAMSHIRE - DN22 6EZ

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G.D.P.R

General Data Protection Regulations

Privacy Statement

This privacy statement explains when and why we collect personal information; how we use it, keep it secure and in what circumstances we may share it with other organisations.

Who we are

Bassetlaw Action Centre is a local independent charity. We provide a range of support services to all ages across the Bassetlaw area.

Why do we collect information about you

When you contact us for information, advice or support you are engaging with us in an agreement for the provision of those agreed services (known as a 'contract' for lawful processing). Failure to provide us with the necessary personal information may result in us being unable to provide you with the service or could result in a delay in this provision.

When do we collect information about you

We collect information about you when you register with us, request a referral or an assessment (whether direct or via a 3rd Party) for any of our services.

All information relating to any registrations, referrals or assessments undertaken by Bassetlaw Action will be stored securely on our systems.

What information do we collect about you

The personal information we collect may include:

- Name
- Address
- Date of birth
- Telephone number
- Email address
- Gender (or preferred identity)
- Medical conditions
- Emergency contact details

We may also ask for further personal information such as your religious beliefs, ethnic background, sexual orientation and/or disabilities, but this information will only be held with your explicit consent. The purpose for collecting this information is for monitoring purposes to help us ensure that our services are fully accessible and at our funders request.

It will not restrict your access to a service if you choose not to provide this detail.

If you provide information about a 3rd party (typically an emergency contact) we will need to confirm that they are aware of this, the personal information that we hold and their rights under data protection legislation.

How will we use the information about you

We collect information about you in order to:

- carry out our obligations arising from any agreement entered into by you and us, for the provision of information, advice and support in relation to the service or services you are receiving from us
- send you communications which you have requested
- provide anonymised monitoring information to our service commissioners to demonstrate the take up and effectiveness of services; with specific reporting by characteristics such as area, age, or background and if you have agreed, send you details of upcoming activities or new services provided by The Bassetlaw Action Centre.
- seek your views or comments on the services we provide

How long we hold your information

We will hold your personal information on our systems for as long as you are registered for our services. However, for monitoring and funding purposes this may extend to 7 years after the point when you tell us that you no longer want to use our services.

We review our retention periods for personal information on a regular basis in line with legislation and best practice.

Who has access to your information

Access to your information will be provided to partner organisations for the specific purpose of providing you with the information or support requested. Your information will also be visible to any Bassetlaw Action Centre staff members for the purposes of providing you with a service or information that you have requested.

Your name & address will be passed on to our volunteers in order to provide the services you require.

Our database is a secure cloud based case management system and all internet traffic is via high security encrypted code to minimise the possibility of your data falling in to the wrong hands.

Marketing

We send out information about our services and updates relating to our services by letter, e-bulletins or other targeted communication.

Should you no longer wish to receive this information at any point simply let us know and we will ensure you are removed from our mailing list.

Bassetlaw Action Centre does not undertake unsolicited marketing and will not sell, rent or otherwise share your information to 3rd parties for marketing purposes.

Your Rights under GDPR

From the 25th May 2018, your rights under GDPR are as follows:

- To be informed what information we hold
- To see the information we hold about you (free of charge)
- To rectify any inaccurate or incomplete personal information
- To withdraw consent for us using your personal information.
- To request your personal information be erased. (If we are legally bound by service contract, the request will be declined and reasons explained).

Once information has been deleted it cannot be recovered.

Profiling

Bassetlaw Action Centre does not analyse your personal information for profiling purposes.

Data Controller: Bassetlaw Action Centre

Data Protection Officer: Chief Executive

Reviewed & Approved by,

Bassetlaw Action Centre Board Trustees, 21st May 2018