

BASINGSTOKE MENCAP PRIVACY NOTICE

Basingstoke Mencap provides support and services to individuals with learning difficulties in North Hampshire

This Privacy Notice describes how we store and use personal information in accordance the “General Data Protection Regulation”

DATA PROTECTION PRINCIPLES

Basingstoke Mencap is committed to protecting the privacy and security of your personal information. We comply with data protection law which provides that personal information we hold about you must be:

- used lawfully, fairly and in a transparent way;
- collected only for valid purposes
- relevant to the purposes we have told you about and limited only to those purposes;
- accurate and kept up to date;
- kept only as long as necessary for the purposes we have told you about; and
- kept securely.

PERSONAL INFORMATION WE HOLD

Personal data, or personal information, means any information about an individual from which that person can be identified. There are “special categories” of more sensitive personal data which require a higher level of protection.

We may with your consent collect, store and use various categories of personal information about you, including:

- personal contact details, such as name, title, addresses, telephone numbers and personal email addresses.
- date of birth.
- next of kin and emergency contact information.

We may also collect, store and use “special categories” of more sensitive personal information such as information about your health, medical condition, and medication. “Special categories” of particularly sensitive personal information require higher levels of protection. We may process this type of information where it is needed to protect your (or someone else’s) interests

HOW WE USE INFORMATION ABOUT YOU

We record personal information to:

- Enable us to contact you and keep you apprised of our services and activities
- To understand any learning or health issues to enable us to offer the best of support
- To contact designated individuals in case of emergency

We take your privacy seriously and will only use your personal information to:

- to provide products and services to you
- to comply with a legal or regulatory obligation.
- where we need to protect your (or someone else’s) interests.
- where it is needed in the public interest or for official purposes.

We will never sell on your information nor pass it on to marketing or sales, nor use it for the purposes of automated decision making.

We will only use your personal information for the purposes for which we collected it. If we need to use your personal information for an unrelated purpose, we will notify you and explain the legal basis for doing so. We may process your personal information without your knowledge or consent, where this is required by law or regulation.

DATA SHARING

In rare circumstances, it may be necessary for us to share your data with third parties. We may share your personal information with third parties where required by law or regulation, or where it is necessary to perform our services with you. Should it be necessary to share data we require third parties to respect the security of your data, treat it in accordance with the law, and only permit them to process your personal data for specified purposes and in accordance with our instructions.

DATA SECURITY

We have in place appropriate security measures to prevent your personal information from being accidentally lost, used, or accessed in an unauthorised way, altered or disclosed. We limit access to those who have a need to know. In the event of any suspected data security breach we will notify you and the regulator where we are legally required to do so.

DATA RETENTION - How long will you use my information for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, and including for the purposes of satisfying any legal, regulatory, accounting or reporting requirements. In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

YOUR RIGHT OF ACCESS, CORRECTION, ERASURE AND RESTRICTION

It is important that the personal information we hold is accurate and up to date. Please keep us informed if your personal information changes during your working relationship with us.

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **request correction** of the personal information that we hold about you.
- **request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it.
- **object to processing** of your personal information
- **request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you
- **request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data or request that we transfer a copy of your personal information to another party, please contact us in writing. You will not have to pay a fee to access your personal information (or to exercise any of the other rights). We may, however, charge a reasonable fee if your request for access is unfounded or excessive. Should we refuse to comply with the request you are at liberty to approach the Information Commissioners Office for their consideration.

RIGHT TO WITHDRAW CONSENT

Where you have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. If you wish to withdraw your consent, please contact Basingstoke Mencap

If you have any questions regarding the Basingstoke Mencap Privacy Notice, please contact us at The Orchard, White Hart lane, Basingstoke, RG21 4AF.

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