



[Southampton Mencap]  
**GDPR Privacy Policy & Procedures**



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## **INTRODUCTION**

Southampton Mencap takes the concepts of privacy and protection of personal information very seriously. Any personal information that we hold will be kept safe and will only be shared with those who genuinely need to know. We will always clearly explain what personal information we are collecting, why, and what rights individuals have regarding this information.

Carers' in Southampton is a subsidiary of Southampton Mencap. That means they are part of our organisation and adhere to the same policies and procedures. Any other contracted service delivered by us will abide by this policy in the same way.

We hold personal data about staff, volunteers and the users of our services, who all have the same rights and protection under this policy.

This Policy, together with our terms and conditions, will explain how and why we use personal data, to ensure that you remain informed and in control of your information.

## **WHY DO WE COLLECT YOUR PERSONAL INFORMATION?**

We collect and store information to improve the way we communicate with you.

We use this information to ensure that we:

- Provide the right individualised service to our customers;
- Meet our statutory requirements; and
- Collect data to ensure that we can anonymously evidence the needs of the local people of Southampton.

We may process your personal information for our legitimate business needs. Rest assured, our intentions are always good. We collect your personal information because we need it to help us to support you and provide the 'right' information, keep in touch with you, and offer you communications that are relevant to you.

This may include things like:

- where processing enables us to develop or improve our services/communications for the benefit of the people that we support;
- where we are required to process this personal information to fulfil the Carers' service or any other contracts we hold;
- to better understand how people interact with our website;
- to provide electronic, or occasionally postal communications, which we think will be of interest to you;
- to determine the effectiveness of promotional campaigns and advertising;
- activating your registration for a newsletter or Carers' Card or similar
- processing records of volunteer hours;

- processing pay, annual leave, sick leave entitlement or other HR related issues;
- keeping a record of any communications between us and you, for example emails, phone calls, supervision notes;
- keeping a record of other contacts, such as requests for leaflets or attending an event;
- managing and improving how we communicate with you, for example how you prefer to be contacted, and what information you want to receive. With your consent we might contact you about our campaigns, events, volunteering opportunities, news, information and advice;
- responding to complaints or queries and looking into any legal claims; or
- providing statistical information to the local authority about the demographics of the individuals that we support or volunteers that we recruit.

You have the right to object to this processing if you wish and the section below explains how you can communicate with us. Please bear in mind that if you object this may affect our ability to carry out the above tasks for your benefit.

#### **WHERE WE COLLECT INFORMATION FROM?**

There are two main ways in which we collect personal information about you: directly, or indirectly via a third party. When we collect personal information from you, we will provide you with privacy information at that time. When we obtain your personal information from a source other than you, we will provide you with privacy information within a reasonable period from that time (no later than one month).

- Information provided directly may be when you give us your information in order to request support or information, express an interest in one of our events, apply for a paid or voluntary job, request an assessment from us, sign up to receive our newsletter, make a donation, or communicate with us.
- Information provided indirectly may be when another professional refers you to us for a Carers' assessment or a when a relative contacts us on your behalf regarding a volunteering opportunity. You will have provided consent at some time for this information to be shared with us.

Whether Southampton Mencap receives information directly or indirectly we are responsible for your data at all times.

#### **WHAT IS PERSONAL INFORMATION?**



Personal information means any information that may be used to identify you, such as your name, title, telephone number, email address, or mailing address.

We will also hold other personal information relating to, for example:

- Job applications and CV's
- Payroll information
- Volunteers' information
- Carers' assessments
- Case notes for service users, clients and other beneficiaries
- Personal information on donors
- Health information for staff, volunteers, clients and trustees

All data held will be relevant, not excessive, and adequate for the purpose for which it will be used.

## **CHILDREN'S DATA**

We are committed to protecting the privacy of children and young people that engage with us whether through our website, through a project facilitated by Southampton Mencap, through a support service or young carers' service, or where we provide information and advice directly.

We collect and store personal information about children and young people where we are contracted to provide a care and support service, or when this is a statutory requirement.

## **HOW DO WE KEEP INFORMATION SAFE?**

We have appropriate technical safeguards in place to keep your personal information safe and prevent unauthorised access to it. All personal information will be stored under lock and key in the office and/or on computer protected by passwords. Access to electronic or hard copy information is on a strictly 'need to know' basis. Electronic data and databases are stored on secure computer systems and we control who has access to them. Our staff receive data protection training and we have data protection policies and procedures in place that teams are required to adhere to. We regularly review who has access to information that we hold to ensure it is only accessible to the right individuals at the right time.

## **WHEN WE MIGHT SHARE YOUR PERSONAL INFORMATION**

We may need to disclose your personal information if required, under very specific circumstances, to the police, regulatory bodies or legal advisors. We will only ever share your data in other circumstances if we have your explicit and informed consent.



## **HOW LONG WILL WE KEEP DATA FOR?**

We will only retain your personal information for as long as it is required in relation to the purposes for which it was originally obtained. How long personal information will be retained for depends on the type of information it is and what it is being used for.

We will retain personal information in accordance with the time periods stipulated in our Data Retention Policy. Electronic information will be deleted and hard copies will be shredded at the end of the retention period. We will review our data retention periods for personal information on a regular basis.

We continually review the information that we hold, and delete anything that is no longer required.

## **YOUR LEGAL RIGHTS UNDER GDPR**

We want to ensure that you are always in control of your personal information. Part of this is making sure that you understand your legal rights, which are outlined below, together with details as to how you can exercise them.

### **CONTROLLER OF INFORMATION**

The Chief Executive Officer at Southampton Mencap is registered as a data controller with the Information Commissioner's Office under the Data Protection Act 1998 and our registration number is Z4869026

### **THE RIGHT TO ACCESS YOUR PERSONAL INFORMATION**

You have a right to obtain confirmation that your personal information is being processed. You also have the right to request a copy of the personal information that we hold about you.

We will endeavor to provide you with the information you have requested without delay and in any event within one month of receiving your request.

We will not charge a fee for complying with a request unless the request is deemed to be manifestly unfounded or excessive.

### **THE RIGHT TO EDIT AND UPDATE YOUR PERSONAL INFORMATION**

The accuracy of your personal information is important to us. You have the right to request that your personal information is rectified if it is inaccurate or incomplete. We will endeavor to comply with your request without delay and in any event, within one month of receiving your request.

### **THE RIGHT TO REQUEST TO HAVE YOUR PERSONAL INFORMATION ERASED**

You do not have an automatic right to have your personal information deleted. You do, however, have the right to request the deletion or removal of your personal



information where there is no compelling reason for its continued processing. We will review each request on a case by case basis. We will endeavor to comply with your request without delay and in any event, within one month of receiving your request.

**THE RIGHT TO COMPLAIN TO A SUPERVISORY AUTHORITY IF YOU BELIEVE WE HAVE NOT HANDLED YOUR PERSONAL INFORMATION IN ACCORDANCE WITH THE DATA PROTECTION LAWS**

You can make a complaint or raise a concern about how we process your personal information by contacting the Data Protection Officer at the following address: Southampton Mencap, 187a Portswood Road, Southampton, SO17 2NF or send an email marked for the attention of the data protection officer to [admin@southamptonmencap.co.uk](mailto:admin@southamptonmencap.co.uk)

If you are not happy with how we have handled your complaint, or you believe that your data protection or privacy rights have been infringed, you have the right to complain to the Information Commissioner's Office (ICO), which oversees the protection of personal data in the UK.

You can contact the Information Commissioner's Office on **0303 123 1113** or you can report concerns or complaints using an on-line form: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/personal-information-concerns/>

Please keep in mind that there are exceptions to the rights outlined above and, although we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

**MAKING CHANGES OR CORRECTIONS TO THE DATA WE HOLD ABOUT YOU**

You can contact Southampton Mencap's Data Protection Officer, Alexandra Iles, at Southampton Mencap, 187a Portswood Road, Southampton, SO17 2NF or send an email marked for the attention of the Data Protection Officer to [admin@southamptonmencap.co.uk](mailto:admin@southamptonmencap.co.uk)