

BELIVE Organisation Privacy Notice

Our contact details

Name: BELIVE

Address: 18 Shenley Park Shenley corner TN27 9JA

Name: Theresa Hammond

Phone Number: 07936938227

E-mail: belivemedway@outlook.com

ICO Reference Number: ZA549596

What type of information we have

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics for example: your name, address, date of birth, gender, telephone number, email address
- Emergency contact details for example: your next of kin
- Other agencies who are working with you

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you or your carers for one or more of the following reasons:

- To complete an assessment of your needs for our service(s)
- Share with volunteers who work directly/indirectly with you
- When we review your goals as arranged with you
- In cases of an emergency
- To complete risk assessments
- With your consent to refer you to other agencies, if you do not meet our criteria for our service(s)
- Update our records
- **We also receive personal information indirectly, from the following sources in the following scenarios:**
- Requests to our service(s) in the form of referrals from other agencies: Medway council, Police, Health, or voluntary organisations
- In the event of a Safeguarding situation
- Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You can remove your consent at any time. You can do this by contacting [Theresa Hammond on: 07936938227]

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

What we do with the information we have

We use the information that you have given us in order to

- Update our records and in cases of an emergency we can contact the appropriate people or agency
- Quality Assurance for example; monitor, review, amend and evaluate information for our statistics, administration, marketing, and funding purposes
- Store information in a secure place

We may share this information with

- Statutory agencies: Medway council, Police, or Health
- Fund raisers
- Volunteers
- Trustees

How we store your information

We will keep all records securely locked away in a locked filing cabinet. Backup files will be stored on (a memory stick) which will be locked away when not being used. Firewall and virus protection software are in place to ensure we are compliant with GDPR.

We keep personal information for as long as necessary and not any longer. We will then dispose your information by using a shredder.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [belivemedway@outlook.com. 07936938227] if you wish to make a request.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

Signed: Theresa Hammond

Input from: ICO and Donna Evans

Date: 9th December 2019

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