



Privacy Statement 2018 for HELP Clients

PRIVACY STATEMENT

This document sets out what information Harrogate & Ripon Centres for Voluntary Service (HARCVS) records about you and what we do with it in order to provide you with practical support from the Harrogate Easier Living Project (HELP). Please read it carefully and let us know if you have any questions.

Your privacy is important to us.

We don't ask for your personal information unless we need it and don't keep it for longer than necessary.

We don't share your personal information with anyone except to comply with the law or where it is necessary for us to provide our services.

Why do we need information about you?

We need to record information about you in order to provide you with the practical service you have requested. We do not need your written consent to record this information because we cannot provide the service without being able to refer back to it during the time you would like our support. The basis for recording your data for this purpose is known as "Legitimate Interest".

We record basic information, such as your name, address and contact details, and we ask for other relevant information about you, such as the name of your doctor, of a family member and your health and mobility so that we can ensure you are safe and properly supported by our staff and volunteers during our time with you.

For some of our services, we also ask for information such as your age and ethnicity and whether you are in receipt of any benefits, so that we can provide anonymous statistics to some of our funders. Some funders also want to know the difference that our support has made to your life, which is why we ask questions about your wellbeing. Without these funders, we would be unable to provide our services and so we need to ask for and record this information about you. This is always reported anonymously, so, for example, we might tell a funder that we have 100 clients aged between 18-64, or that 90% of people who went out with a volunteer driver felt less isolated as a result of using the service.

Sometimes another person or organisation asks us if we can support you. We will tell you who gave us information about you, what kind of information they gave us (for example your name and phone number), and what we will use that information for. Normally we will use it to contact you to discuss whether our support would be suitable for you and whether you would like any of our services. If not suitable or you don't want our support then we will delete any information we have about you at that time.

Do we ever share information about you with other people?

Sometimes we may need to share information about you with appropriate third parties. Examples of this would be with health or social care staff, such as your social worker or GP. Everything you tell us will be treated in accordance with Harrogate & Ripon CVS's Information Management Policy and will only be

shared if there is a specific reason for doing so. We can provide a copy of this Policy to you on request. Only the people who need to know information about you in order to help you will have access to it.

How long will we keep your information?

When you stop using our service, we will retain information about how we have supported you until the end of the following financial year (April to March). So, if you stop using our service in September 2018, we will keep this information until March 2020. This is so that we can fulfil our obligations to report to our funders. After that time, we will keep our anonymous statistics, but will delete all personal data about you. If you return to use our services again after that, we will collect the information about you once again. Very occasionally, a funder may require us to keep specific data for a longer period and we will need to comply with that requirement, and with any other legislation (eg Health and Safety records).

Your Rights

Whilst we do not need your consent to record information about you and to contact you in order to provide the service you have requested, we do need your consent to send you our newsletter and fundraising information. From May 2018, we will ask what you would like to receive when you first get in touch with us. However you have the right to change your mind at any point. Please call us, write to us or email us if you would like to change your preferences at any time.

You are entitled to see the information we hold about you at any time. If you want to see it, please ask us for a Subject Access Request form by emailing cvs@harcvs.org.uk or writing to us at HARCVS, Community House, 46 – 50 East Parade, Harrogate HG1 5RR.

You also have the right to lodge a complaint if you believe that the information we hold

- is not secure
- has been shared inappropriately,
- is inaccurate
- is being kept for longer than necessary
- has been collected it for one reason but is being used for another.

You should first raise any concern with us, but if we are unable to resolve your concerns to your satisfaction, you can contact the Information Commissioner's Office on 0303 123 1113 or online at www.ico.org.uk

Contact Details for Data Privacy Enquiries

If you have any queries or concerns about this Privacy Statement please contact our Head of Practical Support Services, who is our Data Protection Officer. They can be contacted as follows:

Phone: 01423 504074

E mail: cvs@harcvs.org.uk

Post: c/o Data Protection Officer, HARCVS, Community House, 46 – 50 East Parade, Harrogate HG1 5RR

Harrogate and Ripon Centres for Voluntary Service is the Data Controller and this covers all the services provided by HARCVS including the Harrogate Easier Living Project (HELP).

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