



Reach Learning Disability Service User (Client) Privacy Notice

Who we are:

Reach Learning Disability Registered in England & Wales Company No. 03724275 Registered Charity No. 1076318 of Prebend Passage, Southwell, Notts NG25 0JH

As part of the services we offer, we are required to process personal data about our service users (clients) and, in some instances, the friends or relatives of our service users (clients). “Processing” can mean collecting, recording, organising, storing, sharing or destroying data.

We are committed to providing transparent information on why we need your personal data and what we do with it. This information is set out in this privacy notice. It will also explain your rights when it comes to your data.

What data do we collect?

So that we can provide a safe and professional service, we need to keep certain records about you. We may record the following types of data about you:

- Your basic details and contact information e.g. your name, address, date of birth and emergency contact;
- Your financial details e.g. details of how you pay us for your care or your funding arrangements.

We also record the following data which is classified as “special category”:

- Health and social care data about you, which might include both your physical and mental health data.
- We may also record data about your, ethnic origin, or religion.

How do we collect your information?

We will collect your personal data from our registration documentations, health forms, learning forms, update requests, health and social care professionals and other people who may support you.

Why do we have this data?

We require this data so that we can provide high-quality support. By law, we need to have a lawful basis for processing your personal data. If you do not wish to provide us with this data we may be unable to provide a service.

We process your data because

- We are required to do so in order to fulfil a service we provide you with.
- We have a legal obligation to do so – generally under the Health and Social Care Act 2012 or Mental Capacity Act 2005.

We process your special category data because

- It is necessary due to social security and social protection law (generally this would be in safeguarding instances)



We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

Where do we process your data?

So that we can provide you with high quality care and support we need specific data. This is collected from or shared with:

1. You or your representative(s);
2. Third parties.

We do this face to face, via phone, via email, via post.

Third parties are organisations we have a legal/contractual reason to share your data with. These include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, clinical commissioning groups, and other health and care professionals;
- The Local Authority;
- Organisations we have a legal obligation to share information with i.e. for safeguarding
- The police or other law enforcement agencies if we have to by law or court order.
- Adult Learning Providers

Friends/Relatives

What data do we have?

As part of our work providing high-quality care and support, it might be necessary that we hold the following information on you:

- Your basic details and contact information e.g. your name and address;

Why do we have this data?

By law, we need to have a lawful basis for processing your personal data.

We process your data because we have a legitimate business interest in holding next of kin and lasting power of attorney information about the individuals who use our service and keeping emergency contact details.

Storing your personal information

We store your personal information in a secure environment with organisational measures to protect it from improper access, use, alteration, destruction and loss. We only keep it as long as is reasonable and necessary for the relevant activity which may be to fulfil statutory obligations.

What are your rights?

You have the right to:

- request a copy of your information (known as a subject access request)
- request rectification or erasure of your information,
- request a restriction on the processing of your information, and,
- object to processing of your information,



- complain to the Information Commissioner's Office about the way the Reach Learning Disability processes your information.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

If you require further information about the use of your data or would like to exercise any of the above rights, please contact Catherine Shatwell on the details at the end of this document.

The right to erase your details

The right to erasure is not absolute and only applies in certain circumstances.

The right to erasure does not apply if processing is necessary for one of the following reasons:

- to exercise the right of freedom of expression and information;
- to comply with a legal obligation;
- for the performance of a task carried out in the public interest or in the exercise of official authority;
- for archiving purposes in the public interest, scientific research historical research or statistical purposes where erasure is likely to render impossible or seriously impair the achievement of that processing; or
- for the establishment, exercise or defense of legal claims.

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance or if you wish If you would like to discuss anything in this privacy notice, please contact: Catherine Shatwell on 01636 819066

Reach Learning Disability
Prebend Passage
Southwell
Notts
NG25 0JH

If you would like to complain about how we have dealt with your request, please contact:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
<https://ico.org.uk/global/contact-us/>