



PRIVACY POLICY

THE POLICY

At Disability Sheffield we collect and use your personal information to help solve your problems, improve our services and tackle wider issues in society that affect people's lives. Before we ask you for any information we will explain how we use your information.

The information we ask for

We'll only ask for information that's relevant to your problem. Depending on what you want help with, this might include:

- Your name and contact details - so we can keep in touch with you about your case
- Personal information - for example about your health, family, work, or financial circumstances
- Details about services you get that are causing you problems
- Information like your gender, ethnicity or sexual orientation

If you don't want to give us certain information, you don't have to.

You have the right to object to us keeping this information. We will consider any such requests.

How we use your information

The main reason we ask for your information is to help you.

We only access your information for other reasons if we really need to - for example:

- For training and quality purposes
- To investigate complaints
- To get feedback from you about our services
- To help us improve our services

We won't sell your information to anyone.

All staff accessing data have had data protection training to make sure your information is handled sensitively and securely.

Understanding people's problems

We use some information to create statistics about who we're helping and what problems are the most common. This information is always anonymised - you can't be identified.

We share these with funders, regulators, government departments and publicly on our blogs, reports, social media and press releases.

The statistics also inform our policy research, campaigns, or media work.

When we share your information with other organisations

With your permission, we might share your information with other organisations to help solve your problem or to monitor the quality of our services.

Organisations we share your data with must store and use your data in line with data protection law.

Sharing information to solve your problem

If we are acting on your behalf we might need to share some of your information with other organisations - we'll always tell you when we do this.

If we're concerned about yours or someone else's safety

If something you've told us makes us think you or someone you know might be at serious risk of harm, we could tell the police or social services - for example if we think you might hurt yourself or someone else.

Storing your information - if you contact us online, by phone or face to face

Whether you get support face to face, over the phone, or by email, our worker will log all your information, correspondence, and notes about your problem. These will be stored securely; paper records if kept will be in locked cabinets. Other records will be stored electronically on our secure case management system where appropriate, or on our secure email and IT systems.

Emails between you and your worker are stored within our secure email system. Our case management systems is hosted within the EEA and wherever possible, the UK. We keep your information for 6 years. If your case has been subject to a serious complaint, insurance claim or other dispute we keep the data for 16 years.

Contact us about your data

You can contact us at any time and ask us:

- What information we've stored about you
- To change or update your details
- To delete your details from our records
- To change your records if you think they are wrong

If you want to make a complaint

If you're not happy with how we've handled your data, you can make complaint.

If you have any questions about how your information is collected or used, you can contact us.

Disability Sheffield Centre for Independent Living

The Circle

33 Rockingham Lane

Sheffield S1 4FW

Tel: 0114 2536750

Email: info@disabilitysheffield.org.uk

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