



PRIVACY NOTICE

Service: YMCA
Engage

For people whose family member uses our services

This document outlines important information for you that we have to tell you by law (the legislation is called General Data Protection Regulations, or GDPR for short).

Why do we keep personal or sensitive data?

We offer various services to people of all ages. We **have to** keep their information so that we can provide a service to them.

We keep and process your relative's data because ***it is necessary to perform a contract with the care setting your relative resides at***. The contract in this case, is providing them with a service. This is called a 'lawful basis' and is covered by article 6(1)(b) of the GDPR.

We do not need their consent to keep this information but we **MUST** tell you about why we have their data, what we do with it, and how long we keep it for – along with other things which are set out in this document.

Your relative's data rights

They have various rights over their personal information that we keep. These rights are:

- ▶ to see their personal information that we hold (see page 3)
- ▶ to request to have their personal information changed if it's not accurate
- ▶ to request that their personal data is erased (deleted) - however this is only possible if we do not have a legitimate reason to keep it (for example to provide a service to them, or a particular legal obligation)

What information do we keep?

We ask for personal data (name) in order to work with them.

What do we do with their data?

We only use the information the care setting gives us to provide a service, or for other closely related purposes, for example to tell the care setting who we have seen during our visits.

We will keep records of all our work with your relative. All information is held very securely – electronic records are kept in a secure format; paper records are locked up. Both electronic and paper records have restricted access (that means only certain workers are allowed to have access to them – usually staff within the same team, and their managers).

Disclosure, or sharing, of personal information

When we work with your relative we will not be sharing any information to anyone other than the care setting that invited us to visit them.

How long will we keep their data?

We will delete data 5 years after they last used any YMCA DLG service.

Access to personal information

If you want to see the data that we hold on your relative, you will need to make a 'subject access request'. You will need to contact our Data Protection Officer (see box below).

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. However if you require a copy of the information in a paper format, or electronic format, we can do this. It can take up to 30 days to do this, depending on how much information there is, or whether any information needs to be removed (this is when there is information about other people in your records who haven't consented to their information being shared).

It is free of charge to make this request.

Data Controller

The 'data controller' is usually the name of the organisation which holds the data.

YMCA DownsLink Group is the data controller for this service.

This service keeps your personal and sensitive information electronically and sometimes in a paper format.

We have a Data Protection Officer who is:

Eleanor Clarke

DPO@ymcadlg.org

Reed House, 47 Church Road, Hove, BN3 2BE

If you want to request to see the information we hold, please contact the Data Protection Officer who will talk to the service manager.

Making a complaint about how we keep or process your data

We try to meet the highest standards when collecting and using your personal information. For this reason, we take any complaints we receive about this very seriously. Please bring it to our attention if you think that our collection or use of your relative's information is unfair, misleading or inappropriate.

You should always raise a complaint following our YMCA DLG complaints process. You should be given a complaints leaflet, or be able to pick one up from one of our centres. Our complaints email is complaints@ymcadlg.org

If we receive a complaint from you we do store and keep details of the complaint, including your details. We will only use this information to process the complaint and to check on the level of service we provide. We do compile and publish statistics on complaints we receive, but not in a way that identifies anyone.

We will keep personal information contained in complaint files for 6 years after closing the complaint. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

However, if you are unhappy with how we handle your complaint you can complain to the ICO about the way we have processed your personal information, the ICO is the statutory body which oversees data protection law – www.ico.org.uk/concerns.

Changes to this privacy notice

We keep our privacy notice under regular review. **This privacy notice was last updated on 28 September 2018.**

How to contact us

If you want to request information about our Data Protection and Information Handling policy, Complaints policy, or Information Sharing policy, you can email info@ymcadlg.org or write to address below:

YMCA DLG
Reed House
47 Church Road
Hove, BN3 2BE