



## Privacy Statement



Aspens provides care and support services to adults and children funded by Local Authorities or who pay us directly.

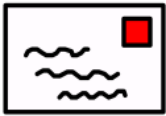


Due to the services we provide, we hold information about you.

## What Information do we have?



- Name



- Address



- Date of Birth



- Photo identification



- Email address



- Telephone number



•Bank Account details



•Next of Kin contact details



•National Insurance number



•Data concerning health, personal safety and wellbeing



•Information regarding any criminal convictions



•Behavioural support information



Some information is called "Special" and we only use this to make your service personal to you.



•Race



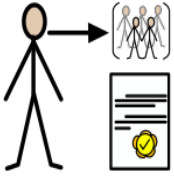
•Ethnic origin



•Politics



•Religion



•Trade union membership



•Genetics



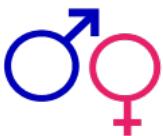
•Biometrics (where used for ID purposes)



•Health



•Sex life



•Sexual orientation

**Where did we get your information?**



If your service is paid for by the Local Authority, they will give us your information.

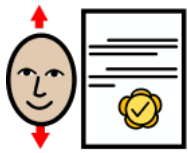


If you pay us directly, you give us your information at the assessment.



If you are a child, your mum or dad or carer will give us your information at the assessment.

**Why do we have your information?**



We have your information so we can deliver the services in your Support Plan.

**What do we do with your information?**



•We use it to meet your social, health and wellbeing needs.



•Support you to be independent.



•Provide information to the Local Authority if they pay for your service.

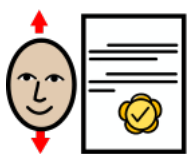


•Contact your Next of Kin in an emergency.

**Who else do we give your information too?**



**We will never share your information without your consent.**



If the Local Authority pays for your service, we will give information to them as part of our contract.



If you receive extra services from other Healthcare Professionals, we will share your information with them.

### **What do we NOT do with your information?**

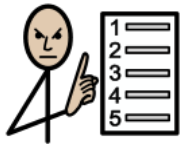


We do not use your information for profiling or automated decision making.



We do not transfer your information outside of the European Union.

### **How do we protect your information?**



We have a strong Information Security Policy and Data Protection Policy.



All staff are trained in Data Protection legislation and best practice.



We have Risk Assessments to make sure we understand what the risks are to your information and how to respond.

### **How long do we keep your information?**



We keep your information for as long as you receive a service from us.



We also legally have to keep it for 6 years after you have left our services.

### **What are your Rights?**



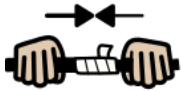
## The Right to be Informed

We will tell you what information we have about you and how we use it.



## The Right to Access

You can ask us to give you all the information we have with that is yours.



## The Right to Rectification

If your information is wrong, you can ask us to make it right.



## The Right to Erasure

If you do not want us to have your information, you can ask us to delete



## The Right to Restrict Processing

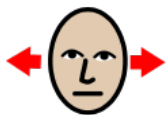
You can ask us to use your information for specific reasons only.



## The Right to Data Portability

You can ask us to give all your information to another organisation.

## The Right to Object



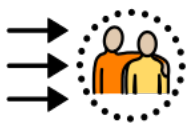
If you do not like how we use your information, you can tell us and we have to investigate.



## Rights in Relation to Automated Decision Making and Profiling

If a decision is made about you using a computer, you can say no to the outcome.

## Who to talk to about your information.



Natalie Spangenberg is the Data Protection Officer



natalie.spangenberg@aspens.org.uk



01424 773366 extension 112

You can contact her to;

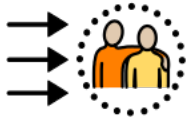


Access your data as is your right.



Ask any question about your information rights.

### **How to make a complaint.**



You can contact Natalie who will investigate following Aspens Complaint Procedure.



You can contact your Local Authority Data Protection Officer. If you do not know who this is, Natalie will be able to tell you.



You can contact the Information Commissioners Office who is responsible for Data Protection Laws in the United Kingdom.

You can contact the Information Commissioners Office on;



0303 123 1113



<https://ico.org.uk/concerns>

### **More information**



You can find more information about Data Protection and your rights on the Information Commissioners Website:

<https://ico.org.uk/for-organisations/guide-to-the-general-dataprotection-regulation-gdpr/individual-rights/>



