

Take-a-Break Warwickshire Privacy Notice

How we use customer information

Our customers are important to us, and we are committed to keeping customer's data safe, making it clear what information we collect from you, and how we use it.

The Categories of customer information that we collect, hold and share include:

- Personal Information (such as name, and address, carers names and address and email address)
- Characterises (such as ethnicity, language, nationality)
- Attendance (such as sessions accessed)
- Safeguarding Information (such as concerns, referrals)
- Funding Details (invoice details)
- Medical Information (such as SEN, behaviour information, allergy information, medical conditions)
- GP Information and contact details
- Photography (for display)

Why we collect and use this information

- To provide appropriate support to our customers
- To comply with Local Authority contractual obligations
- To monitor and report on customer progress
- To comply with requirements from OFSTED and Care Quality Commission
- To ensure Safeguarding arrangements are met

The Lawful basis on which we use this information

The type and quantity of data we collect and use depends on why you have provided it and we will only collect, use and otherwise handle your personal data:

- Where you have consented to this for specified, explicit and legitimate purposes
- Where this is necessary to fulfil legal obligations that apply to us (such as health & safety requirements)

- Where it is necessary for our legitimate interests relating to running our daily operations, and for the best performance of the service for all customers and staff as long as, in each case, these interests are in line with applicable law and your legal rights and freedoms.
- We will keep your data only for as long as necessary.

Service Delivery

We will collect your contact details and preferences, and any other data that is relevant to delivering services to customers. The information you provide is on a voluntary basis.

This information will only be used for the purposes of the service you access and we will keep the data in line with contracts and government regulations.

Storing customers data and keeping your data safe and up to date

We ensure that the most appropriate technical controls are in place to keep your data stored safely. Access to your data is regularly reviewed and only accessible to the relevant trained staff. Alongside the main Take-a-Break office we hold information in a number of community settings to enable us to deliver the following services:

Group Services:

Only essential customer Information will be held in the groups/site base setting that the customer attends. This information will be stored in a locked cabinet with restricted access. All staff recording documents such as registers and travel logs will be ammonised with initials only.

Individual Support Sessions:

Staff working on an individual basis will be required to hold basic customer information in a one-page profile format. All staff recording documents such as timesheets and travel logs will be ammonised with initials only.

Out of Hours:

Emergency contact information will also be stored and accessed electronically for out of office hours use.

Who we share customer information with

- Care Quality Commission
- OFSTED

- Local Authorities (customers with LA allocated funding)

Photography

Our customers and staff let us use photography, video and images of them to show the range of work we are involved in. We keep these images stored in a secure location and will only use them with the subject's permission.

We keep these images for two years after we have taken them, unless you ask otherwise. We will always seek additional consent for individual or group images that will be used for Take-a-Break publicity.

Quality Audits

Part of the work we do involves carrying out service quality audits. If you agree to take part, we will record the responses you give us. Your feedback will be utilised when creating and sharing the evaluation of our services.

The data we collect for Quality Audits will be kept for five years.

Complaints

Should you wish to register a complaint we will collect your name, contact details and details about the complaint to enable us to respond, monitor and improve our organisation.

This data will be shared with any Senior Management Team or any third parties who are involved in resolving the complaint, for example, agencies that we have partnered with.

We will keep the data in line with contracts and government regulations.

Your rights

We will only collect the data that we need to carry out the purposes you have contacted us for, or given us written consent to use it for.

Where you have provided consent to be contacted or to receive a service, you will be entitled to withdraw that consent at any time.

If you are at any point unhappy with the way that we have handled your personal data, you can make a complaint to the Information Commissioner's Office.

Take-a-Break is registered with the following:

- Information Commissioner's Office code: Z6449096



- Registered Charity No: 1086774
- Registered Company Limited by Guarantee No: 4075624

Right of access and correction of your information

You have a right to ask for a copy of the information we hold about you.

If you want to access your information, send a description of the information you want to see and proof of your identity by email at email info@tabw.org.uk or by post to:

Take-a-Break Warwickshire

Phoenix House

343 Bedworth Road

Longford

Coventry

CV6 6BN

You can change how we contact you at any time by contacting us on 02476644909.