

GDPR Permission and Privacy Notice for clients of Headway Devon

Who is collecting your personal data?

Headway Devon collects the personal data of clients referred to or using our services. We will ensure that the data given to us is processed in line with our organisation's Data Protection Policies and in line with your rights under the Data Protection Act 2017 and the EU General Data Protection Regulations. Should you wish to find out more about our Data Protection Policies please contact our Data Protection Lead, Ruth Wells, by calling 01392 211822 or emailing ruth@headwaydevon.org.uk. If you need this information in another form please let a member of staff know.

Why are we collecting your personal data?

As a client of Headway Devon we need to hold your personal data on our data base such as your name, address, email address, telephone number and next of kin. It is your responsibility to inform us when information changes. This information is used either for contacting you or your family as part of our day to day operational needs such as raising invoices or communicating any changes to our service and of course for emergency contact purposes. In addition, we record details of your attendances, the cost of the service sessions including transport costs along with care plans, risk assessments and notes made by staff.

Our legal basis for holding your information

It is necessary for Headway Devon to hold this information so that we can deliver our contract of support with you.

How we store your information

This information is held in our database and information is backed up to the cloud. Electronic information is also stored on a secure server in our central office. In addition to our electronic records, we also hold manual records in client folders either at our day centres or our central office. These files contain a manual record of the above and are for the convenience of our staff should we be unable to access the database in instances such as a power cut or internet connection problems etc.

Who we will share your personal data with?

In order to deliver services to you, it may be necessary for us to share your personal data with the organisations / partners involved in supporting you. These may include as the NHS, your Local Authority, other charities or care agencies, and your solicitor. Wherever possible we will ask your permission to pass this information on. We share your information with software providers but ensure through strict data sharing agreements that they are responsible and legally compliant with your data. We will always make every effort to seek your permission to share your information but there may be times where our duty of care to you prevents us from acting in accordance with your wishes.

We would never sell your data to any third parties.

How long will we hold your personal data?

All information on the database or in manual records is held for the entire time that the client you care for services from Headway Devon and it is our policy to retain our records for 8 years following our contact with you from Headway Devon. The reason for this period is that this is length of time that the Department of Health requires and also reflects the need for individuals who may choose to return to Headway Devon.

Your rights

You have the right to apply to us for a copy of the personal data being held and after we have confirmed your identity, we have up to one calendar month to get this information to you. We have the right to make a 'reasonable' charge for requests that are manifestly unfounded, excessive or repetitive.

You also have the right to instruct us to amend information that is incorrect and we must act within one month.

You have the right to request we erase your data and then we will investigate whether we can do so legally. If we are unable to do so we will inform you or we will erase your data within one month.

You have the right to ask us not to use your data. If we are unable to do so we will inform you.

You have the right to complain about the data that we hold and the way we hold and use that data.

Your right to complain

In the event that you wish to complain about the way that your personal data has been handled by Headway Devon, you should write to the Data Protection Lead and clearly outline your case.

Ruth Wells, Data Protection Lead, The X Centre, Commercial Road, Exeter. EX2 4AD. Your complaint will then be investigated in accordance with our Complaints Procedure. If you remain dissatisfied with the way your personal data has been handled, you may refer the matter to the Information Commissioner's Office at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Photography and Videos Consent Form

There will be instances at Headway Devon when photographs and video footage will be taken of clients and sometimes film or videos made by the Press or television companies. Some of these images will be used for teaching, publicity and fundraising purposes and some may be uploaded onto "YouTube".

It is often quite likely that staff / volunteers will also appear in those photographs or films, as will other clients who are not the intended subject.

It is important that we are able to protect your anonymity if you so wish, but equally important that we have your agreement to the publication / release of pictures or film if you should appear in them. Therefore we ask that you signify below your approval for the publication of such items if you are content to do so or alternatively to indicate your wish not to have them published.

We have to have your permission to take photographs or videos and you have the right to change your mind at any time. We will then make every effort to destroy anything that we have taken although if items have been published externally we may not be in control.

As a result, I would like to ask you to confirm that you agree for us to use and hold photographic and video images of you.

I..... **(name of client)**

- 1) I am willing for any photo / film of me to be published or shown :

Signed:

Date: