



# Communicare in Southampton

*...helping neighbours in need*

Communicare in Southampton, 6 Northlands Road,  
Southampton, SO15 2LF

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## Privacy Information for Service Users, Referrers and Emergency Contacts

Service Users see pages 1-2

Referrers and Emergency Contacts see pages 3-4

### Service Users Privacy Information

This privacy statement explains how we use the personal information we collect about people we help (clients). Personal information is anything that can identify an individual. The processing of personal information is governed by the General Data Protection Regulation (the “GDPR”). Communicare in Southampton is the ‘data controller’ for the information we collect and use about you.

#### **What information do we hold?**

We hold personal data about you such as your name and address. We may also hold special category data about you, for example information about health conditions or religion. We hold information in line with our Data Protection Policy; copies are available from our office.

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

In some cases you will have given us all the information we have about you yourself. We may also hold information about you given to us by the person who referred you to us or passed on by the volunteer who helps you.

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

In summary we usually hold information about clients from the time you are referred, whilst we are helping you, and for 6-7 years after the date we last helped you. If you have been referred to us by someone else and we are unable to make any contact with you or you tell us you do not want us to help you and we have not given any help we will only keep your information for 1 year. Full details can be found in our ‘data retention policy’ which you can request from our main office (details below).

#### **How will we use the information about you?**

We will use the information we have about you to help you in the way you have asked. We will sometimes contact you to ask how the support we are giving you is going or for feedback to help improve our services. We may contact you to invite you to occasional events such as tea parties but you can let us know if you do not want us to do this. We will share relevant information we have about you with the volunteers who are helping you.

We will not pass on your information to anyone else without your permission except in the following situations:

- We may contact medical services, emergency services or social services if we are concerned you may be injured or are at risk of harm
- If we have next of kin information for you we may contact them if we are concerned about you unless you ask us not to
- If you have been referred to us by someone else we may contact them about the progress of the referral, to ask for more information or if you have decided you don't want our help. You can tell us if you don't want us to do this.
- If we are contacted by a next of kin or a referrer we will confirm what help we are giving you unless you have asked us not to.

### **How will Communicare in Southampton process your personal information?**

We will comply with our obligations under the "GDPR" by keeping your personal information up to date; by storing and destroying it securely either on paper or online; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that processes are in place to protect your personal information.

### **Access to your information**

You have the right to request a copy of the information that we hold about you. We will need some proof as to who you are so we may ask you some questions or ask for some ID. If you would like a copy of some or all of your personal information please contact us using the details below.

You may ask us to correct or remove any information if you think it is inaccurate.

### **What if I don't want you to keep my information?**

If you don't want us to keep your information you should contact us using the details below. In some circumstance we may decide that we have an overriding legitimate interest for continuing to keep some or all of your data. In this case we will contact you to let you know.

### **What is our legal basis for holding your information?**

We process your personal information upon the legal basis that it is necessary for the 'legitimate interests' of Communicare, in other words we need it to run our organisation and meet our organisational mission of helping neighbours in need. Where we hold special category data our additional legal basis is that we are a non-profit organisation who process your information with appropriate safeguards. Please see our data protection policy for more details. You can request this from the office.

#### **How to contact us**

Please contact us if you have any questions or complaints about our Privacy Policy:

email [contact@communicareinsouthampton.org.uk](mailto:contact@communicareinsouthampton.org.uk) , phone 023 8250 0050 or write to Communicare in  
Southampton, 6 Northlands Road, Southampton, SO15 2LF

## **Privacy Information for Referrers and Service User's Next of Kin**

This privacy statement explains how we use the personal information we collect about you. Personal information is anything that can identify an individual. The processing of personal information is governed by the General Data Protection Regulation (the "GDPR"). Communicare in Southampton is the 'data controller' for the information we collect and use about you.

### **What information do we hold?**

We hold information in line with our Data Protection Policy. We hold personal data about you such as your name and address and relationship with the person referred to us (client).

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

You may have given us your information on the referral form. If you are the client's next of kin or a professional involved in their care information may have been given to us by the client or referrer.

### **How will Communicare in Southampton process your personal information?**

We will comply with our obligations under the "GDPR" by keeping your personal information up to date; by storing and destroying it securely either on paper or online; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that processes are in place to protect your personal information.

### **How long do you hold my information?**

We will keep information on the client's record for 6-7 years. We hold financial records for 7 years which includes any donations you have made. Paper records will be shredded and computer records will be deleted from the system and database.

### **What is our legal basis for holding your information?**

We process your personal information upon the legal basis that it is necessary for the 'legitimate interests' of Communicare, in other words we need it to run our organisation and meet our organisational mission of helping neighbours in need. Where we hold special category data our additional legal basis is that we are a non-profit organisation who process your information with appropriate safeguards. Please see our data protection policy for more details.

### **How will we use the information about you?**

We will use the information we have to contact you about the referral and during the referral process. Once we have started helping the client we may contact you if we have concerns about their wellbeing or need further information.

### **Access to your information**

You have the right to request a copy of the information that we hold about you. We will need some proof as to who you are so we may ask you some questions or ask for some ID. If you would like a copy of some or all of your personal information, please contact us using the details at the end of this section.

You may ask us to correct or remove any information if you think it is inaccurate.

**What if I don't want you to keep my information?**

If you don't want us to keep your information you should contact us using the details below. In some circumstance we may decide that we have an overriding legitimate interest for continuing to keep some or all of your data. In this case we will contact you to let you know.

**Changes to our Privacy Policy**

We keep our privacy policy under regular review and we will place any changes on our website.

**How to contact us**

Please contact us if you have any questions or complaints about our Privacy Policy:  
email [referral@communicareinsouthampton.org.uk](mailto:referral@communicareinsouthampton.org.uk) , phone 023 8250 0050 or write to  
Communicare in Southampton, 6 Northlands Road, Southampton, SO15 2LF.