



## **Q025 Data Privacy notice**

### **1. Your personal data – what it is?**

Personal data relates to a living individual who can be identified from that data. It can be identified by the information alone or used with any other information in Solutions 4 Community Support (S4CS)'s possession or likely to become S4CS's possession.

### **2. Who are we**

S4CS is a Social Enterprise, not for profit organisation (S4CS Ltd Registration No:8039664), that provides one to one support to individuals who are deaf/deafblind and who may or may not have extra requirements. We provide support in the midland region. The majority of your support workers are deaf and all can communicate in sign language.

### **3. How do we collect information from you?**

We obtain information about you when you use our services or contact us with regards our service.

### **4. What type of information is collected from you?**

The personal information we collect might include your name, address, email address, and information regarding what information you requested or what service you require.

### **5. How is this information used?**

Your privacy is important to S4CS. S4CS complies with its obligations under the 'GDPR' by keeping all personal information securely stored, up-to-date, and destroyed securely when no longer needed or at the request of you. S4CS also complies with protecting your data from loss, misuse, unauthorised access and disclosure.

Your information will only be used in order to provide our service of support, unless required by law. All information collected will help S4CS to provide you will the best support which is suitable for you.

### **6. Who has access to your information?**

S4CS will not sell or rent your information to third parties. S4CS will not share your information with third parties for marketing purposes. Only the data controller and the data processors have access to you information but in a specific individual support your support worker will have access to certain information in order to support you.



## 7. What are the legal reasons for processing your data?

- To meet our legal obligation in relation to work, support and UK laws.
- Explicit consent from workers and Service users to ensure safe and effective support is provided.
- In cases of emergencies, e.g. accident.

## 8. Sharing your personal data

Your personal data will be treated as strictly confidential and will only be shared with the data controller, data processors and in certain situations with your support team. We will only share data with a third party with your strict consent, expected when required to do so under law e.g. police.

## 9. How long do we keep your personal data?

S4CS will only keep your personal data for certain time periods, a list of how long S4CS keep individual data types is available at requested from the S4CS management.

## 10. Your rights

You have the following rights with respect to your personal data:

- Right to request copy of your personal data that S4CS holds about you
- Right to request S4CS to correct any incorrect data about you
- Right to request your personal data is deleted where it is no longer necessary
- Right to withdraw or change your consent at any time
- Right to request restriction on further processing in the event of a dispute in relation to accuracy or processing of your personal data
- Right to lodge a complaint with the ICO

## 11. Contact details

For further information or any enquiries please contact S4CS Management team:

- Address: Unit 2, (Rear of whitegates), 1293 Melton Road, Syston, Leicestershire. LE7 2EN
- Tel: 0116 2152907
- Mobile (voice and sms texting): 07548 603391
- E-mail for enquiries: [enquiries@s4cs.org.uk](mailto:enquiries@s4cs.org.uk)
- Website: [www.s4cs.org.uk](http://www.s4cs.org.uk)

## 12. Review date:09/05/2019