



## **Better Lives (Northants) Ltd**

### **Privacy Notice Update**

9<sup>th</sup> May 2018

Dear Customer,

We're letting you know about some important updates we're making to our Privacy Notice.

Due to new data protection laws, we are updating our Privacy Notice to clarify how we collect, share and retain personal/sensitive data, including:

- Your rights in relation to your personal/sensitive information under relevant data protection laws
- Our policies for retaining personal/sensitive information
- How we will protect your information
- How we use your personal information



## Better Lives (Northants) Ltd

### Easy Read Privacy Notice



Better Lives (Northants) Ltd wants to protect any personal and sensitive information that you give to us.



Data Protection  
Act 1998

This statement is made in order to comply with the provisions of the Data Protection Act 1998 and the General Data Protection Regulation May 2018 (GDPR) legislation, and to tell you how Better Lives (Northants) Ltd will use any personal and sensitive information that you give to us.

### How we collect information



We get personal and sensitive information about you when you are referred to our service and receive support from ourselves.

## What information we collect



The types of personal and sensitive information we might store includes your name, date of birth, address, telephone number, medical information, GP address and support needs, to enable us to provide our service to you and ensure you are safe.

## How we use your information

We will use the information that you give to us:



To meet your health and social care needs by supporting you with what you require, such as social inclusion, personal care, attending medical appointments – inclusive of GP, hospital, dentist and Department of Work and Pensions.



To contact you with news of our organisation and information about the work we do.

We will not share your information with any other organisations or company's, if it is not required to meet your support needs and you have not given us permission to do so.

The only time we will share your personal and sensitive information is if you have agreed for us to do so by signing our 'sharing of information' disclaimer. If so, if we need to, we will share your information with other health care professionals for the benefit of your support.

## How do we protect personal information?



We will make sure that any personal and sensitive information that you give to us is kept secure, accurate and up to date, and only keep it for as long as it is needed and only for the purposes for which you have agreed we can use it.

## **Right of access**



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

Also, if any information that we have about you is wrong, you can ask us to correct it for you.

## **Changes**



If your personal and sensitive details change, please help us to keep those details up to date by telling us about any changes.

If you want to see what information we have about you or need to tell us about any changes to the information that you have given to us, please advise your key worker.

## Under 18 year old's



If you are 18 or under, please get your parent/guardian's permission before you give us any personal and sensitive information about yourself.

## Your consent

If you are deemed not to have capacity to understand this document, Better Lives will work with Northampton County Council and your support network to ensure that a capacity assessment is requested and your support network are involved in the signing and agreement of our privacy policy.



By giving us any personal and sensitive information, you are agreeing for us to use that information as it says in this Privacy Statement.