

11th May 2020

Dear Customer,

We're writing to let 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

Attached is an easy ready Privacy Notice which provides more detail on how we manage data protection and your privacy.

Kind Regards,

Better Lives

Better Lives (Northants) Ltd
Office 419, KG Business Centre, Kingsfield Close, Northampton, Northants, NN57QS



Better Lives (Northants) Ltd, Office 419, KG Business Centre, Kingsfield Close, Northampton, NN5 7QS, enquiries@betterlivesnorthants.co.uk, 01604 591527, wants to protect any personal and sensitive information that you give to us.



Data Protection Act
2018

This statement is made in order to comply with the provisions of the Data Protection Act 2018 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.

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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. Any third parties that we use such

as our IT company and Dropbox will also have the appropriate safeguards and technical measures in place.

Your rights

Under data protection law, you have rights including:



Your right of access - You have the right to ask us for copies of your personal information.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

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.

Better Lives (Northants) Ltd
Office 419, KG Business Centre, Kingsfield Close, Northampton, Northants, NN57QS

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Better Lives (Northants) Ltd, Office 419, KG Business Centre, Kingsfield Close, Northampton, NN5 7QS, enquiries@betterlivesnorthants.co.uk, 01604 591527



You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address: Information Commissioner's Office Wycliffe House, Water Lane, Wilmslow Cheshire, SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>

Better Lives (Northants) Ltd – Easy read privacy statement

Please sign below to agree to the terms of this privacy notice.

Customer Signature:

Date:

(Required if customer has limited capacity to understand content of letter):

Parent/Carer Signature

Date:

Managers Signature:

Date:

Please tick this box if you would like a copy of this document once signed