

Privacy Statement for DENW Clients

This Privacy Statement explains why we collect personal data, what personal data we collect and how we use it. Your rights in respect of your data are also explained.

1. What is the purpose of this Privacy Statement?

This Privacy Statement explains how DENW looks after your personal data when we provide our services and products, in accordance with applicable legislation intended to protect your personal data and privacy, including the General Data Protection Regulation and related rules. We also explain what your rights are.

By providing your personal data you acknowledge that we will only use it in accordance with this Privacy Statement.

Where we refer to “DENW” or “we”, we mean the relevant DENW service or services you have accessed, details of which are set out at the end of this document.

This statement applies where any of the DENW service acts as data controller, which is where we are responsible for deciding how we hold and use your personal data.

It is important that you read this statement together with any other privacy notice we may provide on specific occasions, so you are aware of how and why we are using your personal data.

2. How will we use your personal data?

Data protection laws require that the personal data we hold about you must be:

- Used lawfully, fairly and in a transparent way;
- Collected only for valid purposes that we have clearly explained to you and not used in a way that is incompatible with those purposes;
- Relevant to the purposes we have told you about and limited only to those purposes;

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- Accurate and kept up to date;
- Kept secure and confidential;
- Kept only as long as necessary for the purposes we have told you about.

You entrust DENW with your important information and we take our responsibilities seriously. We are committed to protecting and respecting your personal data.

3. How do we ensure the security of your personal data?

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those DENW employees or agents, contractors and other third parties who have a need to use your data to provide you with service you are using. They will only process your personal data on our instructions and are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

As part of our data security measures we ensure that we train our employees and have appropriate data protection policies in place to support our compliance.

Your personal data is kept on a secure, off-site server with DENW's electronic case handling system which can only be accessed by named, authorised personnel. Where, if any, information is kept in document form these will be stored in locked filing cabinets within locked offices only accessible to authorised persons.

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4. What kind of personal data may we hold about you?

Personal data means any information about an individual from which that person can be identified.

In order to provide our services, depending on which you select, we may collect the following types of personal data about you NB the data we may hold will be different if you are accessing e.g. our volunteering service from that needed by e.g. the Information and Advice Service or if you are an employee etc..

- Contact details such as name, address(es), telephone number(s), email address(es);
- Identification information such as: signature, date of birth, gender identity, nationality, residency, national insurance number, tax and pension information, etc..

We may also collect, store and use the following special or sensitive personal data: information about your physical or mental health, racial or ethnic group or sexual orientation. We may also collect, store and use information concerning criminal proceedings and offences. We must have an additional legal ground to use this type of personal data and this is explained below in section 7.

We also collect, store and use personal data, where you have provided this to us, in respect of third parties, such as next of kin, spouses, civil partners or dependants. If you do so you are responsible for and confirm you are entitled to provide us with this information and that you have informed those third parties of our identity and the purposes for which their personal data (including sensitive personal data) will be processed. You should draw their attention to this Privacy Statement. We will not use such information except for the purpose for which you have provided it.

5. How may we collect your personal data?

We may collect personal data from you in a number of ways, depending on the service you have, including:

Information you give us:

You may choose to provide us with your personal data:

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- by submitting a request via the “Contact Us” facility on our website for us to contact you;
- by corresponding with us by telephone, email, letter or other means;
- by accessing a DENW service;
- in discussion with one of our authorised representatives or advisers;

Or;

- by participating in feedback or surveys, or by providing contact details on line.

Information we collect about you:

We may automatically collect technical information such as your internet protocol (IP) address if you use our website

Information we receive from other sources:

- We may receive information from third parties, such as your appointed agent, your adviser or advocate, your carer or health professional or your employer;
- We may receive information from companies we use to verify your identity where this is necessary to ensure DENW’s safeguarding policies
- We may also receive information from third parties who contact us such as the Department for Work & Pensions (DWP), the police or other local and national government agencies.

Please note calls may be recorded in order to monitor the quality of customer service, for training purposes or where we are legally required to do so.

6. How will we use your personal data?

We will only use your personal data when the law allows us to. Most commonly we use your personal data to provide your service and to comply with our legal obligations. We set out the main reasons why we process your personal data and the applicable circumstances below:

- **to perform the service/contract we have entered into with you, for example:**

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- to provide other related DENW services
- to confirm your identity and to communicate with you; and
- **to comply with a legal obligation, for example to**
 - where we are required to use your personal data and maintain records of our service to you
 - to respond to complaints and data subject requests (see section 12 below); and
 - to investigate, prevent or detect crime;
- **where it is necessary for our legitimate interests (or those of a third party)** provided your interests and fundamental rights do not override those interests, for example:
 - to establish, exercise or defend our legal rights, where we are faced with any legal claims or where we want to pursue legal claims ourselves;
 - to prevent, investigate and detect fraud and carry out fraud, credit and anti-money laundering checks;
 - to respond to and manage ad hoc enquiries and complaints;
 - to provide management information to enable us to monitor our performance and to maintain our business records, to manage our financial position and business capability, to receive professional advice, to improve our products and services and for training purposes;
 - for accounting, auditing purposes and corporate governance purposes.
 - to provide and improve customer support; and
 - to manage risk for us and our clients;
- **where we have obtained your explicit written consent to do so** for example:
 - to process your sensitive personal data or criminal offences information (see section 7 below);
 - to provide you with marketing services, including information about DENW or its products and services and related

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information, which may be provided by other DENW services, projects or partners.

On rare occasions we may also use your personal data where we need to protect your interests (or someone else's interests) or where it is needed in the public interest, for example for the investigation, detection and prevention of crime.

In order to administer the service to you and comply with our legal obligations we may send you reports, announcements and related communications in respect of your DENW product or service, which are not marketing communications. As part of our value-added service to you, we may send you our DENW Information Bulletin and may also send you invitations to DENW events (in each case by post or email), unless you tell us you do not want to receive these.

7. How will we use sensitive personal data?

We may process special or sensitive personal data, and criminal offences information, with your explicit written consent, for example in order to enable you to volunteer with us and in other limited circumstances:

- where we need to carry out our legal obligations as explained in this Privacy Statement; and
- where it is in the public interest, such as for equal opportunities reporting or the prevention and detection of unlawful activity such as fraud.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

If we ask for your consent to collect and use this type of information we will explain why it is necessary. If you provide this type of information on behalf of a third party we will ask you to confirm that the third party has provided his or her consent for you to act on their behalf.

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8. If you choose not to provide or update personal data

If you do not provide certain information requested we may not be able to provide your DENW service and we may not be able to comply with our legal obligations, such as verifying your identity and complying with DENW governance and other policies such as safeguarding. It could mean we have to cancel a service you have with us.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.

Please note that we may process your personal data without your knowledge or consent where this is required or permitted by law.

9. Who may we share your personal data with?

We may have to share your data with third parties, including third-party service providers as well as other companies and organisations with whom we deal as part of the operation of our services. We will always require those third parties to respect the security of your data and to treat it in accordance with the law and only for the purpose for which we obtained it.

Why might we share your personal data?

We may share your personal data with third parties where required by law, where it is necessary to provide our services, to administer your contract with us or where we have another legitimate interest in doing so, in each case for the purposes described in this Privacy Statement.

We may share your personal data with third parties who we use to provide our services and products, such as other support agencies or services. These third parties may also be data controllers in their own right and have their own privacy policies.

We may also share your personal data with the following third party service providers who also support the provision of our products and services: IT and back office administration services; payroll services; identity verification agencies; transaction reporting; archiving facilities;

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professional advisers and other service providers; printers; funders; and such other suppliers as we may use from time to time.

Where we are under a legal duty to do so we may share your personal data with e.g. HMRC and other tax authorities, the DWP, the courts, the police and other law enforcement agencies.

We will share your personal data with your own adviser or other person or advocate you have authorised to deal with us on your behalf.

We will share your personal data for our legitimate interests with other DENW services as part of our regular reporting activities on company performance, for business development and trend analysis purposes, for fraud detection and prevention, in the context of a business reorganisation or group restructuring exercise, for system maintenance support and hosting of data. We may share information between services in DENW so that they can inform you of other relevant products and services they provide where you have agreed to receive such information or otherwise where we are lawfully permitted to do so. The list of such services who may contact you in this way is at the end of this document.

We will not sell your details to any third party. We will not use your personal data for marketing purposes without your explicit written consent. We do not use automated decision-making or profiling.

How secure is your information with third parties?

We will only share your personal data for the purposes specified in this Privacy Statement and on the basis that it will be kept confidential and will only be used for the reasons described.

10. How long will we use your information for?

We will keep your personal data for as long as you are a customer of DENW. Thereafter we may keep your data for up to 7 years to enable us to respond to any questions or complaints and to maintain records where we are required to do so. We may keep your data for longer than 7 years if we cannot delete it for legal, regulatory or technical reasons, for example.

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To determine the appropriate retention period we consider the type of relationship/service you have with DENW, the quantity, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data, whether we can achieve those purposes through other means and any applicable legal requirements to retain such personal data for prescribed periods. Where we retain your data we will make sure your privacy is protected and only use it for the purposes described above.

In some circumstances we may anonymise or pseudonymise your personal data so that it can no longer be associated with you, in which case we may use such information without further notice to you.

11. Your rights in connection with personal data

You can ask us to do certain things with your personal data such as provide a copy of it, correct it or even delete it. There may be occasions where we cannot comply with a request and we will tell you if this is the case and give our reasons. This will usually be for legal or regulatory reasons.

Under certain circumstances you have the right to:

- **Request access to your personal data (“data subject access request”).** This enables you to confirm whether we process your personal data and to receive a copy of the personal data we are processing and certain information about how we use your personal data.
- **Request correction of the personal data that we hold about you.** This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request the erasure of your personal data.** You can ask us to delete or remove personal data where the processing is no longer necessary for the original purpose, or where you withdrew your consent, or the processing is unlawful or your personal data must be erased to comply with the law. However in some cases, if we have another legal basis or legitimate interest for processing your personal data, we may not be able to comply. We will tell you if this is the case.

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- **Request the restriction of processing of your personal data.** You can ask us to restrict the processing of personal data where you think the personal data we hold is inaccurate until we can verify its accuracy, or you believe we no longer need to process your personal data (but you do not want it erased), or you wish processing to be restricted pending confirmation that our processing is based on our overriding legitimate interest.
- **Object to the processing of your personal data.** You have the right to object to us processing your personal data where we are doing so:
 - based on our legitimate interest (for the purposes described in this Privacy Statement) unless we can demonstrate compelling grounds as to why the processing should continue in accordance with data protection laws; and
 - for direct marketing purposes.

Please note that by exercising this right it is possible that DENW will no longer be able to continue to provide its products or services or administer its contract with you. In such circumstances you would need to consider finding another service provider.

- **Request the transfer of your personal data to another party.** In certain circumstances you can ask us to send your personal data to a third party of your choice. For example where it is information which is processed by us by automated means and you have consented to such processing or we need to process the information to perform our contract with you.
- **Right to withdraw consent.** If you have provided your consent to the processing of your personal data for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. This would not affect the validity of the processing prior to such date. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Please note that by exercising this right it is possible that DENW will no longer be able to continue to provide its products or services or administer its contract with you. In such circumstances you would need to consider transferring to another provider.

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How do you exercise your rights?

You can make a request by contacting DENW via a number of ways set out below. However, we will always ask you to confirm your request in writing.

You will not usually have to pay a fee to exercise any of your rights. However, we may charge a reasonable administration fee, or not comply with a request, if a request is clearly unfounded, excessive or repetitive so as to be deemed vexatious.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

12. What if you have queries about this Privacy Statement or the way DENW uses your personal data?

If you wish to exercise any of your rights, or you have any questions about this Privacy Statement, how we handle your personal data or if you wish to make a complaint, please contact us as follows:

Data Protection Officer

DENW

103 Church Street, Preston PR1 3BS

or at hello@disability-equality.co.uk

or call us on 01772 558863

Monday to Friday between 9am to 4pm (excluding Bank Holidays).

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13. Right to complain

You also have the right to make a complaint at any time to the Information Commissioners Office, the UK supervisory authority for data protection issues. You can contact the Information Commissioner's Office at:

Wycliffe House

Water Lane

Wilmslow Cheshire

SK9 5AF

or telephone 0303 123 1113

www.ico.org.uk

14. Changes to this privacy statement

We reserve the right to update this Privacy Statement at any time, and we will notify you if we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal data. You should check our website at www.disability-equality.org.uk periodically to view our most up to date Privacy Statement

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15. DENW Services and activities which may collect, store and process your personal data

This Privacy Statement applies to the activities of the following DENW services or groups of services:

Lancashire Independent Living Advice Services (both general and direct payment advice and support)

DENW Supported Banking Service

DENW Education and Training projects

DENW Consortium and Commissioned Services (these may vary but currently include Hate Crime Support and Reporting Service)

DENW Administration and Governance activities