



Easy Read Privacy Notice for People Supported, Families, Friends and Advocates.



This Privacy Notice is for people supported by Bethphage.



It is also for families, friends, advocates who we may contact or have a need to hold their personal details.



Your privacy is important to us, it is the law for us to look after your information and tell you how we use it.



The laws we have to follow are called: UK General Data Protection Regulation (GDPR) and Data Protection Act (2018)

Our privacy notice includes:



- What data we collect from you



- How and why we have it

Why?



- Who we share it with and why



Bethphage is registered with the Information Commissioners Office (ICO) Registration No.: Z5087841

Collection of your personal data

Where do we collect your personal information from?



- **Directly from you**



- **Referrals from other care or health practitioners or local authorities**



- **From people we are supporting**



- From other people like your family or people who act on your behalf



- From other sources related to the support or care you receive

Categories and Type of Personal Data Collected and processed.

We may need to use some or all of the following information in providing our care and support services or to engage with you.

A photograph of a hand holding a black pen, writing on a yellow form. The form has several fields with horizontal lines. The text on the form is: Name *R. Smith*, Address *224 West St*, *Manchester* *UK*, and Phone Number. The hand is positioned over the 'Manchester' part of the address.

- Personal contact details like your name, address, phone number and email



- **Date of birth and gender**



- **Emergency contact and their contact information**



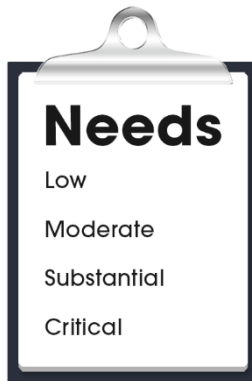
- **Financial information relating to funding or payment for support services**



- **Medical, Health and wellbeing information**



- **Interest and hobbies**



- **Living standards and capabilities**



- **Risk assessments**



- **Criminal Convictions**



- **Equality and diversity information**



- **Photos**



- **CCTC images (this is only for certain places)**



We treat all personal data as sensitive



But some information we have it classed as “special category data” by law

This means we have to make sure it has particular protection



Special category data includes things like your health data

Sharing of personal data



Only staff who need to access will be able to see it



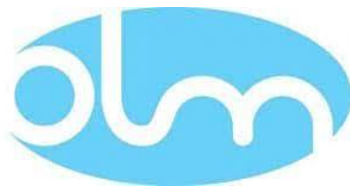
We may be legally obligated to share your data with other people like in a court order



A court order means a court or judge requires us to provide them information



We may also share your data with other companies that we work with while delivering your support



This includes companies that we use for our rotas, like “CarePlanner”

These companies will be “data processors”



We may share your personal data with others located outside of the European Economic Area (EEA) and in countries that do not have Data Protection law



This mean that their rules for protecting your data will be different to ours



If we need to do this we will always make sure to put safeguards in place to protect your data

Securing and Processing of your Personal Data



The personal data we collect is stored in:

Our internal IT systems

Offices

Contracted electronic storage providers



We will always assess the risks when we process and store your data to make sure it is protected



We have policies and procedures that all staff have to follow to ensure your data is confidential and secure.



If we will lose your data, a device where we store your data or someone accesses your data who shouldn't, we will tell you immediately

ico.

Information Commissioner's Office

If this will potentially cause you harm, we will report this to the Information Commissioners Office.

They are responsible for regulating data protection legislation in the UK.

<https://ico.org.uk/>

Our legal basis for processing your personal data?



Why?

This section is about why we process your data



Companies need to have a lawful basis to collect and process personal data

We rely on a few different lawful bases for processing your data under “UK GDPR”



- **Article 6(1)(a) consent**
- **Article 6(1)(b) contract**
- **Article 6(1)(c) legal obligation**
- **Article 6(1)(d) vital interests**
- **Article 6(1)(e) public interest**
- **Article 6(1)(f) legitimate interests**



We have contracts to deliver of services and support

These contracts mean we are required to process personal data



This also includes information about family, friends and advocates where needed



We might also process your data under something called “legitimate interests”

This is when processing activities are essential to our services or in the interest of welfare and safety

This could be the use of IT systems or CCTV

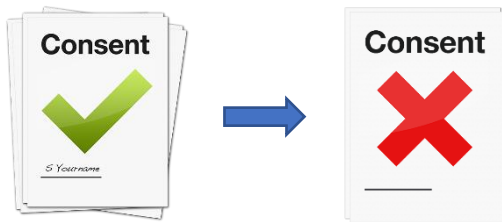


We may also need your consent to collect your personal data like for photographs or other information about you

This information is for us to share for other purposes



We may also ask for your consent to keep you updated on changes to our services and fundraising opportunities or events

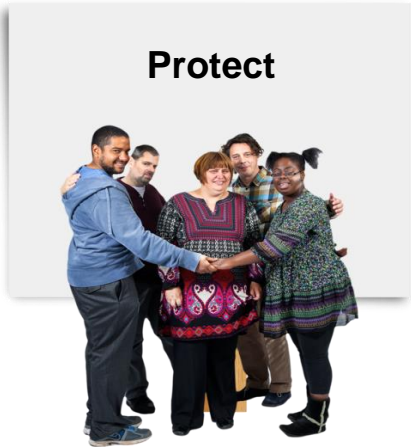


This data will always be processed with your consent. You can always withdraw your consent



You can do this by talking to a Bethphage staff member, like your support worker or service manager

Protect



CARE



If we are processing “Special Category data” (like health data) this will be on the basis of:

- Article 9(2)(c) necessary to protect the vital interests of a data subject
- Article 9(2)(h) for the provision of health and social care
- Article 9(2)(f) for the establishment, exercise or defense of legal claims.

How long will you keep your personal data for?



We will keep your data for as long as we are supporting you to meet our statutory obligations



We then keep data relating to services after we support you is 8 years

We may need to keep the data for longer if it would be in your interest or Bethphage's interest to do so

Your rights in relation to personal data



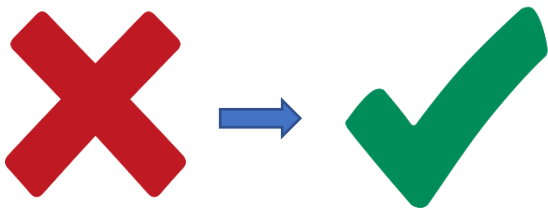
You have a number of rights under UK GDPR:



- **The right to be informed**



- **The right to access, often referred to “subject access”**



- **The right to rectification, this means you have the right to change data if it is wrong**



- **The right to erasure, this means you have the right to remove data**



- The right to restrict processing, this means that you can limit the way we uses their data



- The right to data portability, this means that you have the right to have your data in an accessible way for it to be transferred to another organisation



- The right to object, this means that you have the right to object to us processing (using) your personal data at any time



- Rights related to automated decision-making including profiling, this means that we cannot make choices based on automated processing



You can exercise your rights or ask any other privacy related questions by emailing:

dataprotection@bethphage.co.uk



If you are unhappy with anything we have done with your data, you have the right to complain to the Information Commissioners Office.

To make a complaint to the Information Commissioners Office use the link below or call their hotline on Tel No.: 0303 123 1113.

<https://ico.org.uk/concerns/>

Updated: February 2024