

Privacy Notice

Data Controller Details:

St Margarets Centre CIO No 1160900
Email: enquiries@stmargaretscentre.co.uk
Tele: 0191 384 8100

Information that is collected

Group

We will collect your:

- | | |
|---------------------------------|-------------------------|
| • Name | Service User - Customer |
| • Address | Service User - Customer |
| • Phone number | Service User - Customer |
| • Email address (if applicable) | Service User - Customer |
| • Age | Service User |
| • Medical conditions | Service User |
| • Emergency contact details | Service User |

How information is collected

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We collect and hold information about you that is collected:

- | | |
|--|--------------|
| • Through induction | Service User |
| • Provided from other organisations (e.g. Official bodies, Care Coordinator) | Service User |
| • At point of order and sale | Customer |

The purpose of information collection and its intended use:

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Personal information which you supply to us may be processed in a number of ways for our legitimate business interest, for example:

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|--|-------------------------|
| • Data analytics to improve understanding of how people access our services. | Service User - Customer |
| • Improving our services / communications | Service User - Customer |
| • Statistical analysis | Service User |
| • Monitoring your progression | Service User |
| • Sending you course / training information | Service User – Customer |
| • Invoicing for sales | Customer |
| • Staff training | Service User |

Legal basis of processing

The lawful bases for processing are set out in Article 6 of the GDPR. At least one of these must apply whenever we process personal data:

- **(a) Consent:** the individual has given clear consent for you to process their personal data for a specific purpose.
- **(b) Contract:** the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
- **(c) Legal obligation:** the processing is necessary for you to comply with the law (not including contractual obligations).
- **(d) Vital interests:** the processing is necessary to protect someone's life.
- **(e) Public task:** the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.
- **(f) Legitimate interests:** the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if you are a public authority processing data to perform your official tasks.)

Who the information will be shared with

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Information will only be shared with:

- | | |
|---|-------------------------|
| • Anyone identified in your care plan. | Service User |
| • Consent from yourself. | Service User - Customer |
| • Under emergency situations (risk to life) | Service User – Customer |
| • Required by Law | Service User – Customer |

How long we will keep your information

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- | | |
|---|--------------|
| For financial audit (12 months) | Customer |
| Discharge from St Margarets Centre (6 months) | Service User |

Data Subject Rights

- We always take your personal data rights into account. You have the right to object to this processing: if you wish to do so please contact the manager of St Margarets Centre. However if you object it may affect our ability to carry out the tasks listed for your benefit.
- You have the right to access your own data. You may have the rights to amend and delete your data, depending on the lawful basis for processing the data. If you wish to raise a complaint on how we have handled your personal data, you can contact us via Email: enquiries@stmargaretscentre.co.uk or Tele 0191 3848100. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you may also lodge a complaint with the Information Commissioners Office (ICO)
- We will not use your personal data for activities in which the impact on you overrides our interests (unless we have your consent or otherwise required or permitted to by law).