



Houghton Regis Helpers
07587 004514

Data Protection: PRIVACY NOTICE – Service-users (clients)

Confidentiality of your personal information is highly important. The Data Protection Act 1998 establishes a framework of rights and duties which are designed to safeguard personal data. As from 25 May 2018, we, the **Houghton Regis Helpers** voluntary organisation, are required to comply with the **General Data Protection Regulation (GDPR)** in relation to how we collect, process and share any personal information which we obtain from you, and for how long the data is retained. The **lawful basis** for processing data relating to you as a service-user (client) is because, due to your vulnerability, the information is vital to your interests. Without personal information our volunteers are unable to respond to requests for help or advice.

The data collected from you is recorded on a client record sheet, either by the phoneholder or the volunteer who visits you to carry out the initial assessment. This information is transferred to a secure database by the designated Data Protection Processor (Secretary) and only sufficient information for the purposes of allocating suitable volunteers to help you is accessible to the phoneholders.

Personal information relating to you is retained for five years, unless the individual is known to have moved away; deceased; or specifically requests the data to be erased (subject to the individual's vulnerability and mental capacity to make an informed decision, or if you are deemed to be at risk). All personal data will be erased from electronic files or shredded if manually filed.

If a request is received from a third party for personal information relating to you we will seek your permission and explain the reasons before any information is shared (subject to the individual's vulnerability and mental capacity to make an informed decision, or if you are deemed to be at risk).

Houghton Regis Helpers will ensure that practice and procedures uphold the GDPR rights of individuals. These include:

- the right to be informed
- the right to rectification
- the right to restrict processing
- the right to object
- the right of access
- the right to erasure
- the right to data portability
- the right not to be subject to automated decision-making including profiling

You have the right to request information on the personal data we hold on you and we will respond within one month. A copy of information will be provided free of charge, however if there are repetitive or excessive requests for copies of information a reasonable fee may be requested.

Please contact Houghton Regis Helpers on 07587 004514 or by email: houghtonregishelpers@hotmail.co.uk if you have any questions regarding this notice.

Copies of Houghton Regis Helpers Data Protection Policy and Privacy Notices are available on the website www.houghtonregishelpers.co.uk