



## **Privacy Notice and Policy**

*At aebal Leisure, we're committed to protecting and respecting your privacy.*

This Policy explains when and why we collect personal information about Service Users and their families, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

### **Who are we?**

aebal Leisure provides outreach support and care. Our head office is based in Nottingham; however, our Support Co-ordinators work remotely in the community.

### **What type of information is collected from you?**

The personal information we collect might include your name, address, email address, telephone numbers, any health issues or any conditions you may have been diagnosed with. We also record information regarding your immediate family and (or) carers so we can contact them if required.

### **How is your information used?**

Before you begin your session with us we will put together a Support Programme. This will record your address and contact details, how your sessions will run, any risk assessments that have been carried out and any medical factors we must consider. By recording this information, we can make sure you have sessions that interest you and that you are kept safe at all times.

We will also hold information about your family / carers to allow us to share any permitted information with them regarding your Support and to be able to contact them in an emergency.

We also begin a Support Diary. This is completed by your Support Co-ordinator and will record how each session went, what you enjoyed and any changes that we can make to provide you with the best support possible.

## **Who has access to your information?**

To be able to provide you with the best support possible your information will be shared with our Support Co-Ordinator's, the Service and General Manager and the Administration Manager.

We may discuss your information with third parties such as Social Care or other parties working on your behalf

We may also share your information if we're under a duty to disclose or share it to comply with any legal obligation or to protect the rights, property or safety of our staff. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

**We will not sell or rent your information to third parties.**

**We will not share your information with third parties for marketing purposes.**

## **Your Personal Data Rights and how to contact us**

You have certain rights under existing data protection legislation including the right to request a copy of the personal information we hold about you, if you request it from us in writing.

From May 2018 you will have the following rights:

- Right to access: the right to request copies of your personal information from us;
- Right to correct: the right to have your personal information rectified if it is inaccurate or incomplete;
- Right to erase: the right to request that we delete or remove your personal information from our systems;
- Right to restrict our use of your information: the right to 'block' us from using your personal information or limit the way in which we can use it;
- Right to data portability: the right to request that we move, copy or transfer your personal information;
- Right to object: the right to object to our use of your personal information including where we use it for our legitimate interests.

To request any of the above or to discuss your rights further you can contact any member of the Management Team either by phone or email.

## **Security precautions in place to protect the loss, misuse or alteration of your information**

We have strict rules surrounding how our staff can access your information and how we keep it secure. We use a system that only allows certain people to view your information and have policies that we must follow. If any staff member is found to be misusing data or accessing it in a way we deem unsafe, it will lead to immediate disciplinary action.

## **Our main priority is to make sure you are comfortable with our policies and procedures.**

It's important that you understand what information we take from you and why. If you or any of you family members/caregivers, have any questions at all we are always here to answer them and welcome your input.

## **Your Details**

**I have read, understood and accept the aebal Leisure Privacy Policy.**

Your signature: \_\_\_\_\_ Date: \_\_\_\_\_

Your name (in block capitals): \_\_\_\_\_

Contact phone number: \_\_\_\_\_

## **Carer / Guardian / Responsible Adult**

**As a Carer / Guardian / Responsible Adult, our Privacy Policy will also apply to any details we hold about you. Please feel free to contact us with any questions before you sign this document.**

**If you are completing this form on a Service Users' behalf, please sign below**

Your signature: \_\_\_\_\_ Date: \_\_\_\_\_

Your name (in block capitals): \_\_\_\_\_

Service Users' name: \_\_\_\_\_

Contact phone number: \_\_\_\_\_