



TALK Surrey CIO Privacy Notice

Our contact details

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Phone Number: 07718 425953

E-mail: info@talksurrey.org.uk

Website: www.talksurrey.org.uk

Introduction

TALK Surrey CIO (registered charity number 1176014) is the entity that determines how and why your personal data is processed. In accordance with data protection legislation, we are a Controller and are legally responsible for the personal data we collect and hold about you.

TALK Surrey CIO ("TALK", "we" "us", or "our") respects your privacy and is committed to protecting your personal data.

This privacy notice is designed to help you understand how we collect, use and protect the information obtained from any individual who:

- contacts TALK by any means
- provides services to TALK
- visits or and uses TALK's website
- requests information under the information compliance legislation, e.g. data protection or freedom of information
- provides TALK with unsolicited personal information.

It applies to personal data provided to us, both by individuals themselves or by third parties.

It also tells you about your rights in relation to the information.

We keep this Privacy Notice under regular review. It was last updated on **24 June 2021**.

What information we collect

Personal information is any information that can be used to identify a living person. To communicate with you or provide you with services, we may collect different kinds of personal information about you. Depending on your relationship with us, this may include:

- Personal details (such as your name, contact information including addresses, telephone numbers and email addresses) that you provide by contacting us, requesting information, or submitting your information via email, letter or the website.
- Personal details (such as your name, contact information, telephone numbers and email addresses) provided to us by a the person who refers you to TALK (Speech and Language Therapist or GP).
- (For Service Users) Special categories of personal data about you, provided by yourself or a relative or referrer. This may include information about your health and the results of assessments of speech and language.
- Name and contact details of your Next-of-Kin or main carer
- (For Volunteers, Employees and Trustees) Criminal convictions, cautions and offences data arising from a DBS (Disclosure and Barring Service) check.
- Your responses to surveys we ask you to complete for service evaluation purposes.
- How you use the website and where available, your IP address, operating system and browser type.

We will also collect personal information about website usage through cookies in accordance with our Cookies Policy.

How we get the personal information

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To apply for a role with TALK (eg Volunteer, Trustee, Employee)
- To donate to TALK
- To join TALK as a Service User to access our services.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Your speech and language therapist or GP as part of your referral to TALK (Service Users).

How we use the personal information

We will only use your personal information when the law allows us to do so. Most commonly, we use your personal information for the following purposes:

- to help you with your enquiry or request
- to comply with a legal or regulatory obligation
- to assess your suitability for a role for which you have applied
- to register you as a service user and to manage our relationship with you
- to enable us to provide a safe and effective service. This necessarily includes special categories of personal data.
- to process feedback and improve our services
- to manage and improve the web system and troubleshoot problems

Access to your personal information is normally limited to people within TALK who have a legitimate need to see it for the purpose of carrying out their work. We may share this information with:

- our volunteer Group Leaders and Safeguarding Leads (Volunteers and Service Users)
- HMRC (Employees)
- The Charities Commission (Trustees)
- organisations and individuals that provide training on behalf of TALK (Volunteers – name and contact details only)

Using your information in accordance with data protection laws

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You have given us your consent for processing your personal information. You can remove your consent at any time. You can do this by contacting Sharon Spurdle at info@talksurrey.org.uk or on **07718 425953**

(b) We have a contractual obligation. Processing your personal information may be necessary in relation to a contract we have entered into with you or an organisation you represent.

(c) We have a legal obligation. Processing is necessary to comply with a legal obligation to which we are subject.

(d) We have a legitimate interest. Processing may be necessary to enable us to provide a safe and appropriate service and to manage certain operations of TALK effectively.

Special Categories of Personal Information

We may process your health information to make sure that we can support you effectively. In addition to the lawful bases above, this meets the requirements of the Data Protection Act 2018 Schedule 1 Part 1 *Health or social care purposes* (2-2d,f), and Part 2 *Provision of support for individuals with a particular disability or medical condition* (16-1, 2, 3, 4, 5, 6).

Criminal Data

We may process criminal data to assess your suitability for a role for which you have applied. In addition to the lawful bases above, this meets the requirements of the Data Protection Act 2018 Schedule 1 Part 2 *Regulatory requirements relating to unlawful acts and dishonesty* (12-1,2) and *Safeguarding of individuals at risk* (18-1, 2, 3, 4)

How we store your personal information

We have appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

Paper-based information is stored in a locked filing cabinet in the home of the TALK Operations Manager or in a locked cupboard at the relevant group venue.

Electronic information is stored in password protected files or databases either on TALK staff computers accessible only to those individual staff, or on a secure cloud storage facility with access restricted to staff and trustees.

Occasionally email is used to share personal information between TALK staff and volunteer Group Leaders. The information is sent in a password protected document attached to the email. The password is shared face-to-face or via telephone. The email is deleted once the attachment has been seen.

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

We keep your personal information for six months after you leave TALK. We shred all paper-based information and dispose of this securely. We delete all electronic information from all devices and cloud storage.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at info@talksurrey.org.uk , 07718 425953 or PO Box 655 Epsom KT17 9NL if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@talksurrey.org.uk , 07718 425953 or PO Box 655 Epsom KT17 9NL

You can also complain to the ICO if you are unhappy with how we have used your data.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>