



What information do we collect about you?

We collect your personal data, ie. any information which directly identifies you, or which relates to you and can be used to identify you. For example: personal details (name, date of birth, email, address, telephone etc).



'Special Category' data (Sensitive personal data)

We also collect and store sensitive personal data (such as information relating to ethnic origin, beliefs or health). This is so we can monitor the reach of our services. We'll take extra care here to ensure your privacy rights are protected. In some instances we may also collect information about any criminal justice matters where relevant.



Why do we collect this information and what do we do with it?

The purpose of processing this information is to develop your Support Plan/Risk Assessment in order to understand your needs and make decisions on how to manage risks. We can then provide an appropriate service for you.



Who might we share your information with?

Your personal data may be shared with other organisations that are involved in your care, support or treatment. We will usually discuss this with you first.



Will my data be kept safe?

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to, use or disclosure of your personal information.

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means). Our staff receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

P3 will obtain, process and store your data on behalf of the Data Controller, who will usually be the funder of the service.



How long do we keep hold of your information?

We will only use and store information for so long as it is required for the purposes it was collected. How long information will be stored for depends on the information in question and what it is being used for. For example, if you ask us not to send you marketing emails, we will stop storing your emails for marketing purposes (though we'll keep a record of your preference not to be emailed).

We continually review what information we hold and delete what is no longer required. Your personal data, including support plans/ risk assessments, is stored for up to fifty years following the last contact P3 has with you.



Internal research and analysis

We carry out research and analysis on our clients and referrers, to determine the success of services and identify patterns and trends. This helps inform our approach towards services and make P3 a stronger and more effective organisation. Understanding our clients, their interests and what they care about also helps us provide a better experience.

We may aggregate and anonymise personal data so that it can no longer be linked to any particular person. This information helps inform our actions, assess demand and shape and improve services.



What are my rights?

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- The right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request).
- The right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason).
- The right to have inaccurate data rectified.
- The right to object to your data being used for marketing or profiling.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you would like further information on your rights or wish to exercise them, please write to our Data Protection Officer at:

The Data Protection Officer
Eagle House,
Cotmanhay Road,
Ilkeston,
Derbyshire, DE78HU.

Should you wish to lodge a complaint with the supervisory authority, please contact:

The Information Commissioner's Office
Tel: 0303 123 1113

P3

GDPR

**General Data
Protection Regulation**