

Introduction

This is **Play Gloucestershire**'s Privacy Notice.

As part of the services we offer, we are required to process personal data about our staff, our beneficiaries and, in some instances, the friends or relatives of our beneficiaries and staff. "Processing" can mean collecting, recording, organising, storing, sharing or destroying data.

We are committed to being transparent about why we need your personal data and what we do with it. This information is set out in this privacy notice. It also explains your rights when it comes to your data.

If you have any concerns or questions please contact Helen Logan, Office Manager, via office@playgloucestershire.org.uk, or 01452 505548, or in writing to Unit R7-R9 City Works, Alfred Street, Gloucester GL1 4DF.

Beneficiaries

What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about you. We may process the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth and next of kin;
- Your financial details e.g. details of how you pay us for your care or your funding arrangements. Most of our services are funded by grants, so this will be in exceptional cases only.

We also record the following data which is classified as "special category":

- Health and social care data about you, which might include both your physical and mental health data.
- We may also record data about your race, ethnic origin, sexual orientation or religion.

Why do we have this data?

We need this data so that we can provide high-quality services and support. By law, we need to have a lawful basis for processing your personal data.

We process your data because:

- It is necessary for us to provide and manage our services; the lawful basis is 'legitimate interests'

We process your special category data because

- It is necessary due to social security and social protection law (generally this would be in safeguarding instances);
- It is necessary for us to provide and manage our services;
- We need to make sure that activities are appropriate and that staff are aware of any extra support that they may need to provide.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent at any time.

Where do we process your data?

So that we can provide you with high quality care and support we need specific data. This is collected from or shared with:

1. You.
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms.

Third parties are organisations we might lawfully share your data with. These include:

- Parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, clinical commissioning groups, and other health and care professionals;
- Teaching staff in schools we work with;
- The Local Authority;
- Your family or friends – with your permission;
- Organisations we have a legal obligation to share information with i.e. for safeguarding;
- The police or other law enforcement agencies if we have to by law or court order.

Staff

What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about you. We may record the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth, National Insurance number and next of kin;
- Your financial details e.g. details so that we can pay you, also insurance, pension and tax details;
- Your training records.

We also record the following data which is classified as “special category”:

- Health and social care data about you, which might include both your physical and mental health data – we will only collect this if it is necessary for us to know as your employer, e.g. fit notes or in order for you to claim statutory maternity/paternity pay;
- We may also, with your permission, record data about your race or ethnic origin.

As part of your application you may – depending on your job role – be required to undergo a Disclosure and Barring Service (DBS) check (Criminal Record Check). We do not keep this data once we’ve seen it.

Why do we have this data?

We require this data so that we can contact you, pay you and make sure you receive the training and support you need to perform your job. By law, we need to have a lawful basis for processing your personal data.

We process your data because

- We have a legal obligation under UK employment law;

We process your special category data because

- It is necessary for us to process requests for sick pay or maternity/paternity pay
- It is necessary for safeguarding eg DBS check
- It helps us monitor our progress as an equal opportunities employer.
- It helps us provide extra support for you if it is needed

If we request your criminal records data it is because we have a legal obligation to do this due to the type of work you do. This is set out in the Data Protection Act 2018 and the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. We do not keep a record of your criminal records information (if any).

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

Where do we process your data?

As your employer we need specific data. This is collected from or shared with:

1. You.
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms.

Third parties are organisations we have a legal reason to share your data with. These include:

- Her Majesty's Revenue and Customs (HMRC);
- Our pension provider Scottish Widows;
- Organisations we have a legal obligation to share information with eg schools for safeguarding;
- The police or other law enforcement agencies if we have to by law or court order;
- Young Gloucestershire who process our applications to The DBS Service.

Friends/Relatives

What data do we have?

As part of our work providing high-quality care and support, it might be necessary that we hold the following information on you:

- Your basic details and contact information e.g. your name and address.

Why do we have this data?

By law, we need to have a lawful basis for processing your personal data.

We process your data because we have a legitimate business interest in holding next of kin information about the individuals who use our service and keeping emergency contact details for our staff.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

Where do we process your data?

So that we can provide high quality services and support we need specific data. This is collected from or shared with:

1. You.
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms.

Third parties are organisations we have a legal reason to share your data with. These may include:

- Other parts of the health and care system such as social workers, and other health and care professionals;
- The Local Authority;
- The police or other law enforcement agencies if we have to by law or court order.

Our Website

In order to provide you with the best experience while using our website, we process some data about you eg which type of device you are using to optimise the website for that device.

Your rights

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:

1. You have the right to request a copy of all of the data we keep about you.
2. You have the right to ask us to correct any data we have which you believe to be inaccurate or incomplete. You can also request that we restrict all processing of your data while we consider your rectification request;
3. You have the right to ask that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain data as long as it is needed for the purpose for which it was collected; we keep staff records for 30 years, as required by our insurers. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.
4. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.
5. If we are processing your data as part of our legitimate interests as an organisation you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

We will not charge for individual requests to uphold any of these requests; repeated, bulk requests may be charged at £10 each.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

If you would like to complain about how we have dealt with your request, please contact:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
<https://ico.org.uk/global/contact-us/>