

	Document Title	Privacy Notice
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LD North East takes your privacy very seriously and LD North East (“we”) are committed to treating individuals’ personal data in an appropriate and lawful manner, in accordance with the GDPR.

Everyone has rights with regard to the way in which their personal data is handled and we recognise that the correct and lawful treatment of this data will maintain confidence in our organisation.

We are the “controllers” of the information we collect about you. Being controllers of your personal data, we are responsible for how your data is processed. The word “process” covers most things that can be done with your personal data, including collection, storage, use and destruction of that data.

This notice explains why and how we process your data, and explains the rights you have around your data, including the right to access it and to object to the way it is processed.

LD North East is a registered charity and our contact details are:

Address: 205 Park Road, Wallsend, NE28 7NL

Email: info@ldne.org.uk

Telephone: 0191 262 2261

Our Data Protection Lead is Jacqui Thompson, Chief Executive, who you can contact at the above address.

Changes

We may change this Privacy Notice from time to time. If we make significant changes in the way we treat your personal information we will make this clear on our website and/or by contacting you directly.

What information we collect

Personal information is any information that can be used to identify you. This data can include your name, date of birth, contact details, and other information we gather as part of our relationship with you.

It can also include “special categories” of data, which is information about a person’s race or ethnic origin, religious, political or other beliefs, physical or mental health, trade union membership, genetic or biometric data, sex life or sexual orientation. We will only collect sensitive information where there is a clear need to do so e.g. to ascertain what specific support you may require from LD North East. Before collecting sensitive personal information about you we will make it clear to you what information we are collecting and the purpose.

How we collect your personal information

We collect your personal data mostly through our contact with you, and the data is usually provided by you when you: enquire about our services; tell us about your support needs; access services; attend events; register as a volunteer; donate or fundraise on our behalf or other things that we do in the course of our work.

We may also receive data about you from other people/organisations e.g. when they refer you to us for support.

How we use your information

Any information we collect about you will be stored securely and treated in accordance with the GDPR.

We will use the information that you give to us:

- To understand your situation so we can offer you individually tailored support to meet your needs.
- Keep a record of your relationship with us.
- To inform you about events, fundraising and our other work.
- To send you information that you have asked for
- To ensure we know how you prefer to be contacted
- To administer your donation or support your fundraising

Our lawful basis for processing support/personal needs information and sending you information you have asked for is with your consent. You may withdraw this consent at anytime by contacting us.

Who we will share your information with

We will not pass your personal details to other people or organisations without first obtaining your consent.

If you are receiving support from us relevant information is only shared with people involved in your health care. Apart from these people, we will not pass on your personal details to third parties without first obtaining your consent. However, there are times when information, legally, has to be given even without your consent, these would include; a need to safeguard your welfare, child protection, prevention of harm to yourself or others, the investigation or prevention of serious crime including terrorism, or a Court Order.

If you are 16 or under

We will seek permission/consent to store personal information on anyone aged under 16 from their parent/guardian.

How we keep your data safe and who has access

Your personal data is held in paper and electronic formats.

Paper data is kept in locked cupboards and are only accessed by authorised staff involved in your support.

Electronic data, including emails, is stored on our organisations' servers which are located in the UK/European Union and can only be accessed by authorised staff involved in your support. We use Active Directory which means only staff with a corporate logon can access any electronic information.

We ensure that there are appropriate technical controls in place to protect your personal details. We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff and volunteers.

Cookies

Some pages on our website use "cookies," which are small files that the site places on your hard drive for identification purposes. These files may be used for site registration and customisation the next time you visit us, and to make navigating the website more user-friendly.

A cookie is a piece of data that a website can send to your browser, which may then be stored on your computer as an anonymous tag that identifies your computer but not you. You should note that cookies cannot read data off your hard drive. Your web browser may allow you to be notified when you are receiving a cookie, giving you the choice to accept it or not. By not accepting cookies, some pages may not fully function and you may find it harder to access certain information on this site.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy notice. You should exercise caution and look at the privacy notice applicable to the website in question.

Data Retention

We do not keep your personal data for longer than necessary, or for any other purpose than the reason we collected it in the first place. See Data Retention Policy and Information Asset Register for full details.

In some circumstances you can ask us to delete your data: see Right erasure, below for further information.

Your rights

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain support services to you. We will advise you if this is the case at the time you withdraw your consent.

Queries and complaints

For any queries you may have, or if you wish to make a complaint, please contact Jacqui Thompson, Chief Executive at LD North East.

Complaints to the Information Commissioner

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint on the ICO's website <http://ico.org.uk/>. We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.