OPAL Services (Rural West Cheshire)

Privacy Notice for Members, Clients and Service Users

1. Introduction

OPAL Services (Rural West Cheshire) is committed to protecting your privacy and ensuring that your personal information is handled safely, securely and lawfully.

This Privacy Notice explains what information we collect about you, why we collect it, how we use it, who we may share it with, how long we keep it and your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This notice applies to anyone who uses, or has used, OPAL's services.

2. Who we are

OPAL Services (Rural West Cheshire), (hereafter referred to as “OPAL”, “We” or “Us”) is a Data Controller registered with the UK Information Commissioner’s Office.

If you have any questions about this Privacy Notice or how we use your information, please see the Contact Information at the bottom of this notice.

3. What information we collect

Keeping your personal information safe is very important to us. We are committed to complying with privacy and data protection laws and being transparent about how we use personal data.

Depending on the service you receive, we may collect information including:

- Name, Date of Birth and Gender
- Contact information – Address, Postcode, Email address, Telephone numbers
- Emergency and Next of Kin details and contact information
- Details of the OPAL services you use
- Relevant health information – Mobility, communication, health conditions, dietary requirements, allergies
- Care needs - disabilities, home conditions, dietary requirements and general care provisions
- Information about carers (where appropriate)
- Information about referrals from other organisations
- Records of our contact with you (including service use history)
- Photographs and videos (only where you have given permission)

Where appropriate, we may also collect information relating to:

- Disability, medical conditions and communication needs
- Religion or cultural requirements (where relevant to the service)
- Sexual orientation information
- Equality monitoring information where required by funders

4. Why we collect your information

We collect and use your information to:

- Assess your eligibility for our services
- Deliver safe and appropriate support
- Contact you regarding your service
- Respond to emergencies
- Safeguard you and others
- Arrange transport or activities where appropriate
- Keep accurate records
- Improve and develop our services
- Meet our legal obligations
- Meet the requirements of organisations that fund or commission our services
- Produce anonymous statistics and reports

5. Our lawful bases for collecting your information

We only use your personal information where the law allows us to do so.

Depending on the service you receive, we process your information because:

- it is necessary to provide the service you have requested;
- we have a legal obligation to do so
- it is necessary for our legitimate interests as a charity providing support services
- it is necessary to protect your vital interests or those of another person
- where required, you have given us your consent

Where we collect health or other special category information, we will only do so where the law permits and where it is necessary to provide appropriate care and support, meet safeguarding responsibilities or fulfil our legal obligations.

Our lawful bases for collecting or using personal information to **provide services and goods, including delivery and third-party referrals** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legitimate interests - we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability.

Our lawful bases for collecting or using personal information to **receive donations or funding and organise fundraising activities** are:

- Consent - we have permission from you after we give you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we give you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **comply with legal requirements** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Legal obligation – we have to collect or use your information so we can comply with the law. All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- **Legitimate interests** – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out at the bottom of this notice.

6. How we collect your information

Information is usually collected:

- From you directly

- From your registration form
- During assessments or reviews
- From your family or representative (with your knowledge where appropriate)
- From healthcare professionals
- From social workers
- From referrers
- From partner organisations involved in supporting you

7. Sharing your information

We only share your information where it is lawful and necessary.

This may include sharing information with:

- Healthcare professionals involved in your care
- Emergency services where necessary
- Organisations that have referred you
- Organisations providing services on our behalf
- Regulatory bodies where required by law
- Our insurers or professional advisers where appropriate

Where a service is funded by an external organisation, we may also share information required under the funding agreement for monitoring, audit and service evaluation.

For example, where services are funded by **Cheshire West and Chester Council**, we may share information such as:

- Name
- Date of Birth
- Gender
- Postcode
- GP surgery
- Telephone number
- Email address
- Working Status

This information is only shared where required under our funding agreement and is handled in accordance with data protection legislation.

We will never sell your personal information.

8. Keeping your information secure

We take appropriate technical and organisational measures to protect your information.

These include:

- Secure electronic systems

- Password protection
- Controlled staff and volunteer access
- Confidentiality agreements
- Secure storage of paper records
- Staff and volunteer training
- Procedures for reporting and managing data breaches

9. How long we keep your information

We will only keep your information for as long as necessary to provide our services and to meet legal, contractual and regulatory requirements.

When information is no longer required, it will be securely destroyed or permanently anonymised in accordance with OPAL's Records Retention Policy.

10. Your rights

Under UK GDPR you have the right to:

- Request access to the information we hold about you
- Ask us to correct inaccurate information
- Request deletion of your information where applicable
- Ask us to restrict how we use your information
- Object to certain processing
- Request a copy of your information in a portable format where applicable
- Withdraw your consent where we rely on consent as our lawful basis

These rights are not absolute and may be subject to legal exemptions.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the bottom of this privacy notice.

11. Photography

From time to time OPAL may take photographs or videos for publicity, fundraising or promotional purposes.

We will always ask for your permission before using photographs or videos in which you can be identified.

You may withdraw your consent at any time.

12. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in legislation or how we provide our services.

The latest version will always be available from OPAL Services or on our website.

13. Contact us

If you have any questions about this Privacy Notice or wish to exercise your rights, please contact:

Geoff Hope-Terry

Data Protection Lead

OPAL Services (Rural West Cheshire)

Email: geoff.hopeterry@opalservices.org.uk

Website: www.opalservices.org.uk

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO):

www.ico.org.uk

Telephone: 0303 123 1113