



Delme 1, Delme Place
First Floor, Cams Hall
Estate, Fareham,
Hampshire
PO16 8UX

PRIVACY NOTICE: THE YOU TRUST

Cycling Without Age: Privacy Notice

We collect and process your personal data to be able to provide you with support and advice.

YOU is open about how we collect and use your data. We meet data protection obligations under the law.

We keep all personal data up to date, store and destroy it securely, not retaining excessive amounts of data, protect personal data from loss, misuse, unauthorised access and disclosure by ensuring that appropriate technical measures are in place to protect your data.

What information do we ask you for?

The information we record about you includes:

- Name
- Address
- Contact details
- DOB
- Preferred spoken language
- Carer's Details (if applicable)
- Medical information or information relevant to support including communication and behaviour, doctors name/contact details, NHS Number, notes on our conversations and plans as well as your answers to wellbeing questions.
- To ensure that we provide services that are open to all, we collect Equal Opportunities Monitoring information including Ethnic origin, Religion, Gender, Marital Status, Sexual Orientation & Disability
- Hobbies / interests
- Your feedback on the Cycling Without Age experience
- Cycling Without Age waiver forms

How do we collect your personal data?

YOU collects this information in a variety of ways. For example, data is collected through meetings we have with you, from correspondence with you or through interviews. We also receive personal data about you from other organisations such as:

- GP
- Care Coordinators
- Occupational Therapists
- Physiotherapists
- Pharmacists
- Carers Centre
- Community Groups
- Adult Social Care
- Housing
- Care Homes
- Other Voluntary Organisations

Why and how do we use your personal data?

We process your personal data including special categories of data in order to be able to provide you with a service including to:

- To work with you to design the support you need
- To protect you or others from abuse or harm
- Anonymised data is shared with our funders. This is so they can check and audit our services and ensure they meet the required standards
- So that we may review, audit and improve the quality of our services and increase the benefit to you

We also anonymise your data and compile it with other data to provide reports so that:

- External regulators, inspectors and funders can check and audit our services to ensure they meet contractual and legal standards.
- We can undertake research and reporting on demographics, trends of people who use our service

Where do we store your data?

Data is stored in different places including:-

- in YOU's management information system and
- in other IT systems such as YOU's e-mail system stored on our secure servers.
- On our case management system, Advice Pro

What is our legal basis for processing your personal data?

We always make sure there's a legal basis for processing your personal and special data which could include situations where we have to use or share your information:

1. To carry out our aims and goals as an organisation, called 'legitimate interests'

YOU has a legitimate interest in processing your personal data including sensitive data before, during and after the end of our period of supporting you. We have carried out a legitimate interests assessment and where necessary a data privacy impact assessment which is available for you to view by asking the Community Services Manager.

We have carried out a legitimate interests assessment and where necessary a data privacy impact assessment which is available for you to view by asking the Manager of the service. Processing your data allows us to deal with a referral for us to assist you and maintain up to date records about support we provide. This is essential for us to be able to provide you with a service.

Your data is kept confidentially and is only accessed by those who work in the service and their line managers who quality control to ensure you receive a safe and excellent service. We may also have to use your data to respond to and defend against legal claims.

There are wider public benefits as it leads to information and intelligence about Cycling Without Age and helps to inform public policy. If the data was not processed then there would be a lesser evidence base for service delivery, improvement and public policy making.

Processing your data allows us to deal with a referral for us to assist you and maintain up to date records about the care, support & advice we provide. This is essential for us to be able to provide you with a service.

YOU is always happy to explain exactly how we use this data and the reports we make and you can view them if you wish.

YOU has assessed whether these interests are overridden by the rights and freedoms of those who use the service and have concluded that they are not.

2. To protect your life, called 'vital interests'

You may become very unwell when you are with us and we may have to share information with the emergency services.

3. Special and criminal offence data

We have a legitimate interest in collecting and processing your special and criminal offence data as it is necessary for us to be able to provide you with a service. We process your special data and criminal convictions in the substantial public interest as it is necessary for us in the provision of this care and support service and to meet our safeguarding duties under the law.

Who is your data shared with?

Your data will be treated as confidential and will only be shared internally including with staff and volunteers who work within the organisation and their manager, their line managers in the charity, the finance and central administration department and the IT staff who need access to data in order to perform their roles. Occasionally your information could be shared with our Human Resources team if this relates to a matter pertaining to a member of staff or volunteer who is working with you.

Exceptions

YOU shares your data with some third parties that process data on our behalf to be able to provide you with a service. This includes software providers with whom we contract for case management, rota management and lone working systems for staff safety. These organisations are under a duty of confidentiality and implement appropriate technical and organisational measures to ensure the security of data.

Sometimes we need to share your personal information including special data as part of our work with you and on your behalf to other organisations involved in your care.

You may wish for us to refer you on to a service or organisation. Where this happens we will ask for your express consent to share this information and will only share it with those named individuals or organisations for as long as we provide you with a service. This will be through a "Permission to Share" form. There are occasions when we have to share information with a third party, without your permission, such as the police, safeguarding or housing benefit where the law requires us to do so.

We share information in writing, e mail, or verbally and where possible we would use secure e mail to communicate with anyone outside of YOU.

YOU does not transfer your data to countries outside of the European Economic Area.

How does YOU protect your data?

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed and is not accessed except by its employees and volunteers in the performance of their duties. YOU has a Data Protection Policy, Archiving Policy and all staff and volunteers undertake

Information Governance Training. You may request a copy of our Data Protection Policy by writing by calling YOU on 01329 825930.

How long does YOU keep data?

We will hold your data for no longer than is necessary and for as long as we continue to work with you. Once we stop working with you, we will hold your records in secure archives for 7 years for insurance purposes, legal claims or for safeguarding purposes and then securely destroy it.

Your rights

You have a number of rights as a data subject. You can:

- Contact us to obtain information we hold about you.
- Require us to change incorrect or incomplete data
- Object to the processing of your data where we rely on legitimate interest as the legal ground for processing
- Ask us to stop processing your data for a period if the data is inaccurate or there is a dispute about whether or not your interests override YOU's legitimate grounds for processing data.

If you would like to exercise any of these rights, you can either ask your Worker, who will contact the Data Protection Team on your behalf or email us at data.protection@theyoutrust.org.uk

If you believe that the organisation has not complied with your data protection rights you can complain to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF