



PRIVACY STATEMENT

PRIVACY POLICY

Leeds Weekend Care Association is committed to protecting and respecting your privacy.

This policy, and any other documents referred to in it, sets out the basis on which any personal data we collect from you, or that you provide to LWCA, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting you are accepting and consenting to the practices described in this policy.

For the purpose of the General Data Protection Regulation, the data controller is Leeds Weekend Care Association, Suite 4 Gledhow Mount Mansion, 32 Roxholme Grove, Leeds, LS7 4JJ.

INFORMATION LWCA MAY COLLECT FROM YOU

We may collect and process the following data about you:

Information you give us: You may give us information about you by filling in forms from LWCA or Referral forms for targeted short breaks from Leeds City Council , or providing information to one of our employees for our client database, or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you use our site, apply & register to attend one of our schemes (Weekenders, Teen Scene or Out & About), participate in one of our social media functions, or respond to a query. The information you give us may include your name, address, e-mail address and phone number, family and

medical information, personal description and photographs, and any other relevant information.

Information we collect about you: With regard to each of your visits we may collect the following information – family and medical information, photographs, other feedback to help LWCA support the client and the family.

Information we receive from other sources: This may include Leeds Local Authority.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

Information you give to LWCA: We use this information:

- To carry out obligations arising from any contract or service entered into between you and us and to provide you with the information and services that you require from us;
- To provide you with information about other services we offer which are similar to those already provided to you;
- To provide you, or permit selected third parties to provide you, with information about services or goods we feel may interest you – we will only contact you by phone, letter or email.
- To notify you about changes to our services;
- To ensure that content from our website is presented in the most effective manner for you.

Information we collect about you. We will use this information:

- To administer our website and client database for internal operations, data analysis, research, statistical and survey purposes;
- To improve our website to ensure that the content is presented in the most effective manner for you;
- As part of our efforts to keep our website safe and secure;
- To make suggestions and recommendations to you about services that may interest you.

Information we receive from other sources: This may include Leeds Local Authority.

DISCLOSURE OF YOUR INFORMATION

LWCA will not share your identifiable personal information with any other organisation, except if we are under a duty to disclose or share your personal data in order to comply with any legal obligation. We may provide information in an aggregate form for monitoring purposes (for example, that 30 families are currently on our waiting list, or that 100 clients used our services in Quarter 1).

WHERE WE STORE YOUR PERSONAL DATA

The data we collect from you will be stored in a password protected computer software file on a secure server operated by one of our senior employees. By submitting your personal data you agree to this storing and processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately the transmission of information via the internet is not completely secure. Although we will do our best to protect any data which is transmitted via this method, we cannot guarantee the security of your data transmitted to us in this way.

YOUR RIGHTS

Here is the list of rights that all individuals have under data protection laws. Not all will apply in all circumstances.

- The right to be informed about the processing of your personal information;
- The right to have your personal information corrected if it is inaccurate, and to have incomplete personal information completed;
- The right to object to processing of your personal information. This will clearly make the provision of our service far more difficult, although not impossible – holding historical records makes the provision of a support plan easier to deliver for our clients;
- The right to restrict processing of your personal information;
- The right to have your personal information erased;
- The right to request access;
- The right to move, copy or transfer your personal information ('data portability').

ACCESS TO INFORMATION

The General Data Provision Regulation gives you the right to access any information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email.

CONTACT

If you have any queries or comments regarding this privacy policy, please forward them to Liz Sunderland, Manager at Leeds Weekend Care Association, Suite 4, Gledhow Mount Mansion, 32 Roxholme Grove, Leeds, LS7 4JJ.