

## Leeds Weekend Care Association Privacy Policy

### Our contact details

Name: LWCA (Leeds Weekend Care Association) - DPO (Data Protection Officer)

Address: Suite 4, Gledhow Mount Mansion, 32 Roxholme Grove Leeds LS7 4JJ

Phone Number: 07506 722 469 – Short Breaks Services Manager

07508 240 555 – Office Manager

E-mail: [office@lwca.co.uk](mailto:office@lwca.co.uk)

### The type of personal information we collect

We currently collect and process the following information from clients and families:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email address
- Home address
- Contact mobile phone number
- Date of birth
- Bank account details
- School attended
- Other respite agencies involved
- Details of social workers or lead professionals involved in clients
- Next of kin
- Emergency contact details
- Diagnosis/type of disability

We currently collect and process the following information from staff and volunteers:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email address
- Home address
- Contact mobile phone number
- Date of birth
- Bank account details
- Qualifications (including educational institutions attended)
- National Insurance Number
- Next of kin
- Emergency contact details

## Information we collect about you and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To carry out obligations arising from any contract or service entered 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 like 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.
- To populate our database for internal operations, data analysis, research, statistical and survey purposes;
- To make suggestions and recommendations to you about services that may interest you.
- To make payments (volunteer expenses, wages, refunds)

We also receive personal information indirectly, from the following sources in the following scenarios:

- Lead professionals, social workers, teachers etc. in gathering information to understand the needs of individual clients and how best to meet those needs.

We use the information to:

- Work collaboratively to benefit individual clients (for example sharing a behaviour management technique).
- Assessment of whether our services are meeting the needs of individual clients.

We may share this information with

- Leeds City Council Short Breaks Services
- Short Breaks Co-ordinator
- Commissioning
- Social Workers, Lead Professionals & School Teachers

Under the UK General Data Protection Regulation (UK GDPR (General Data Protection Regulation)), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting: [office@lwca.co.uk](mailto:office@lwca.co.uk)**

**(b) We have a contractual obligation.**

### **How we store your personal information**

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.

### **Record Keeping**

Depending on the type of information we hold, there will be different time periods for storing the information and you can refer to our document: Record Keeping – How Long to Keep Records for more information.

### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request:

[office@lwca.co.uk](mailto:office@lwca.co.uk)

Mobile – 07506 722 495

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at:

[office@lwca.co.uk](mailto:office@lwca.co.uk)

Mobile – 07506 722 495

Registered Charity Number 1077162

You can also complain to the ICO (Information Commissioners Office) if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

***Policy version information***

<i>Policy created or last reviewed</i>	<i>October 2023</i>
<i>Reviewed by</i>	<i>L Sunderland / L Sheader</i>
<i>Policy approved by Board</i>	<i>December 2023</i>
<i>Policy due for review (3-yearly)</i>	<i>October 2026</i>