

# Privacy Policy

Independent Lives (Norfolk) Ltd is committed to protecting the privacy and security of your personal information. By personal information, we mean information which, by itself or with other data available to the Independent Lives (Norfolk) Ltd, can be used to identify you.

The General Data Protection Regulations (GDPR) amend the Data Protection Act 1998 as from the 25th May 2018 and this notice has been produced in compliance with the GDPR.

In summary, this privacy notice:

- Sets out how we promise to look after your personal information
- Describes how we collect, use and share your personal information, and
- Tells you about your privacy rights and how the law protects you

This privacy notice covers personal information we collect about:

- Visitors to our website
- People who use our services, for example, persons who receive services from us to help remaining at home
- People who complain about any aspect of a service we provide

## Who we are

Independent Lives (Norfolk) Ltd is the "data controller" for the personal information held by us. This means that we are responsible for deciding how we "process" (that is, collect, hold, use and disclose) your personal information.

Our address is Unit 6, Lodge Farm Barns, Bawburgh, Norwich, NR9 3LZ

## The kind of information we hold about you and who provides it

Personal information can include, but is not limited to, your name, address, telephone number and date of birth. which can be found within records that Independent Lives (Norfolk) Ltd holds which may include electronic records, letters, emails, photographs, audio recordings and video recordings.

We may collect personal information about you from yourself directly or other individuals or organisations.

## How the law protects you and the legal basis for processing your information

The GDPR places a legal obligation on us to process your personal information in accordance with the following data protection principles in that your personal data must be:

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes and not used in any way that is not relevant
- Relevant to the purposes that it is collected for
- Accurate and kept up to date
- Kept only as long as is necessary
- Kept securely

There must also be a lawful basis for processing personal information – a justifiable reason for us to collect, store, use and disclose your personal information. Our lawful basis for doing so will depend on what services we are providing to you, and what type of information we process about you.

The basis we process your information will include:

- To fulfil a contract we may have with you

### **Who we share your personal data with**

We may share your data with other services so that we can keep our information on you as up-to-date as possible and so that we can improve our services to you or if a safeguarding issue arises.

### **How long we use your information for**

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To work out the right retention period for personal data, we consider the following matters:

- The amount, nature, and sensitivity of the personal data
- The potential risk of harm from unauthorised use or disclosure of your personal data
- The purposes for which we process your personal data and whether we can achieve those purposes through other means, and
- Any legal or regulatory requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Once you are no longer require services from us, we will retain and securely destroy your personal information in accordance with our data retention schedule.

## **Your responsibility to inform us of changes**

It is important that the personal information we hold about you is accurate and current.

Please keep us informed if your personal information changes during your working relationship with us. You can do to help us with this by:

- Telling us when any of your details change; and
- Telling us if any of the information we hold on you is wrong

## **Your rights under the GDPR**

You have the following rights (but note, these rights do not apply in all circumstances):

- Your right to be informed about the processing of your personal information. This is the purpose of this notice.
  - Your right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
  - Your right to object to the processing of your personal data
  - Your right to restrict processing of your personal information
  - Your right to have your personal data erased (“the right to be forgotten”). As above, please note this right is subject to several restrictions, which we will discuss further with you if you choose to exercise it.
  - The right to move, copy or transfer your personal information (“data portability”) in some circumstances
  - Rights to be notified of, object to and challenge any automated decision made in respect of you, including profiling
  - Your right to request access to your personal information and information about how Independent Lives (Norfolk) Ltd processes it
  - Your right to withdraw any consent you have given for the processing of personal data at any time

## **Questions or complaints**

If you have any questions about this privacy notice or how we handle your personal information, you can write to Independent Lives (Norfolk) Ltd, Unit 6, Lodge Farm Barns, New Road, Bawburgh, NR9 3LZ or by email to [info@independentlivesnorfolk.co.uk](mailto:info@independentlivesnorfolk.co.uk).

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues. The ICO can be contacted:

- By writing to the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

- By telephoning 0303 123 1113
- Online at [ico.org.uk/global/contact-us/](https://ico.org.uk/global/contact-us/)

### **Links to other websites**

Where this notice applies to information collected or processed on a website, please note this privacy notice only applies to the Independent Lives (Norfolk) Ltd website and ceases to apply when you leave our pages. If you follow links to other organisations websites, even if you follow a link which we have provided, it is suggested you take the time to read the privacy notices on the websites you visit.

### **Changes to this privacy notice**

We keep this privacy notice under regular review and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

This notice was last updated in May 2018.