



Privacy Statement for Creative Support Service Users

Why we process your personal data

Creative Support processes your data so that we can deliver personalised health and social care services to you. This means that we will only collect information about you that we need to know in order to provide those services. Your data belongs to you and we will treat it with confidentiality and respect.

The information we collect about you may include your name, address, contact information, next of kin or emergency contact information, information about your medical history, diagnosis, housing history, and historical and current support needs. What information we hold will depend on your individual needs.

We may also need to share information about you with other people or organisations involved in your care; for example, your GP, other medical professionals, Social Worker, appointee or housing provider. Again, this information is only ever shared when it is in your interests as a service user towards whom Creative Support has a duty of care.

We take your privacy very seriously and will never disclose any of your personal information to anyone who does not also have a justifiable reason for using it. We will never sell or give your information to any third parties for marketing or profiling purposes, or for the purposes of any automatic profiling. We will not transfer your information outside of the European Economic Area (EEA) for any purpose.

Your rights

You have the right to know who we share your information with and our reasons for doing so. A member of staff in your Creative Support service will be able to provide you with the details about other organisations with which we share your information.

In some cases, Creative Support or another organisation may be authorised to act as your appointee (meaning that they support you with managing your money and benefits). This may involve us sharing your tenancy agreement, budget information, requisitions and bills, bank statements and benefit letters with your appointee.

You have the right to ask us to keep the information we hold on you up-to-date. If any of your personal circumstances change, or you think we may be holding information on you that is incorrect, please notify a member of Creative Support staff in your service.

If you wish to see a copy of the information that Creative Support records on you, you have the right to do so and may submit a "Request for a Copy of Information Held on an Individual" form, which is available on request.



How we protect your personal data

The information we keep on you is held securely whether it is held in paper or digital formats. Hard copies of personal information are stored in secure offices either onsite at your residence or in the local Creative Support office. Information that is held digitally is kept securely and can be accessed only by the Creative Support staff involved in your care. Controls are in place to ensure that only current Creative Support employees involved in your care can access your digital records.

All software systems that we use are assessed to check that they are secure and fully compliant with data protection legislation, in the interests of protecting your personal data. The Creative Support staff who support you will be able to tell you about which of these electronic systems are used for processing your personal data.

Volunteers

We also process the personal data of individuals who work for Creative Support as volunteers. If you are a volunteer who does not receive support from Creative Support, the only personal data of yours we will process will be what we collected from you when you applied to become a volunteer. If you volunteer for us while also receiving Creative Support services, the Volunteers Team will process only the personal data you provided to them, and not any additional personal data that your Creative Support carers have on record in order to support you.

How to contact us

Creative Support's Senior Information Risk Owner is Julie Cooke, Service Director, whose contact details are as follows:

Wellington House
131 Wellington Road
Stockport
SK1 3TS

Phone: 0161 236 0829

Email: julie.cooke@creativesupport.co.uk

You have the right to log a complaint with the Information Commissioner's Office (ICO) if you have any concerns about the way that Creative Support is using your personal information. More information can be found at the ICO's website at <https://ico.org.uk/concerns/> or by calling their helpline on 0303 123 1113.

More information about how and why we process your information, as well as how we securely archive and later dispose of your information can be found in our corporate policies, *Data Protection and Information Governance* and *Records Management and Archiving*. If you wish to see a copy of these policies, you can request them from a member of Creative Support staff service, by phoning 0161 236 0829 or emailing policies@creativesupport.co.uk If you would like to know more about how



and why we process your personal data, and the measures we have in place to ensure that it is processed securely and protected, you may also contact a member of the Information Governance team at the number above or by email at ig@creativesupport.co.uk