

PRIVACY STATEMENT

Kincardine and Deeside Befriending

Kincardine and Deeside Befriending takes your privacy seriously and this includes care for your personal information. This statement sets out how any personal information we collect from you, or that you provide to us will be processed.

What information do we hold?

For Clients and Volunteers

We have information that you have given us. This may have come from forms filled in with discussion with you at registration, or when corresponding with us by telephone, letter or email. This information may include your name, postal address, telephone number, date of birth, email address and personal description (for example details of mobility or significant health issues which may impact on befriending needs).

We may also receive information from other sources, such as a person who has referred someone to Kincardine and Deeside Befriending for a befriender.

For Staff

We have information that you have given us at time of application and appointment. This information will include your name, postal address, telephone number, date of birth, email address and bank account details. These details will be used to allow us to comply with employment regulations.

How will we use your information?

We will use your personal information to smoothly and efficiently facilitate our befriending service. By collecting information, we can maintain accurate and up to date records for our clients, volunteers (including Management Committee members) and employees.

- We will keep your personal data safe using reasonable security safeguards as highlighted in our Data Protection Policy and our Confidentiality Guidelines.
- We will not pass on your personal data to any third parties beyond what is required for the befriending service or for a legal obligation.
- We value feedback in order, to increase the impact we make and improve the befriending service we provide. One of the ways we collect feedback is by gathering at least annual feedback from clients, volunteers and possibly referrers or carers. This data is anonymised in all public reporting unless specific consent has been sought from yourself.
- Being able to keep in touch with clients and volunteers is important to us for smooth delivery of the befriending service and so we can update any changes. We will seek your consent before adding you to any mailing list.

Where do we store your personal information?

- We are committed to holding your personal information securely.
- We may store your information on paper, on a computer or both.
- Any paper files that hold personal information are kept on secure premises in locked filing cabinets. All computers that store any personal information are password protected. Only staff can access these.

How long do we keep your personal information?

We will securely store your personal information while you are in receipt of our befriending service or are a volunteer befriender. When clients or volunteers are no longer involved in the befriending service we will archive their records securely for 5 years before deleting any personal information about the individual. For staff this will be for 7 years. This is in line with our Data Protection Policy which can be viewed on the charity website at www.kdbefriending.org.uk

What is Our Legal Basis for Processing Your Data?

Our legal basis for processing personal data is different depending upon the purpose it was collected for. The following list covers the main types of data which we hold:

- Records from clients and volunteers are held to allow us to fulfil our legitimate interests as a charity facilitating a befriending service.
- We are obliged to hold data to meet certain external requirements, for example to comply with Disclosure guidelines for the protection of protected adults we will screen all volunteers and staff.
- Some of your records may be held with your consent. For example, we will ask you if you are willing to be added to the Kincardine and Deeside Befriending mailing list. Where we choose to hold such information with your consent we will notify you when the information is collected. We will also inform you how you can withdraw your consent if you wish to do so.
- We are obliged to collect and process certain data to meet contractual obligations, for example in relation to employees, to meet the needs of payroll and pension providers, and tax authorities.

Your Rights

Under UK legislation you have several rights about how your data is processed. Full details of your personal rights can be found on the Information Commissioner's Office website – <https://ico.org.uk/>

Your rights include the right to:

- Request access to the data we hold about you,
- Have inaccurate and incomplete data rectified,
- Have the personal data we hold on you deleted (except where we are required to hold the data by law).

If you have any questions, comments or requests regarding this privacy statement please email info@kdbefriending.co.uk or write to us at

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