



Privacy Notice – Service Users

This notice will explain what personal information we collect from you, how we will collect it and what we will use it for.

What information do we collect and why do we collect it?

We collect information about you when we are first asked to provide a service to you and as part of our ongoing service provision. This includes your personal characteristics and other sensitive information that is essential for the services we provide, such as your eye condition, things you may need help with and any equipment that you may need.

How will we collect this information?

All information will be collected from you either personally or as part of a referral from another person or organisation. Any information from another person or organisation will normally be done with your consent and knowledge and we will check this with you before we provide a service.

How will we use it?

We will use the information we collect to, make decisions about what services we can offer you. We will also use the information about any service that you receive from us to inform other services that we may provide to you from time to time.

Who will we share it with?

We will not disclose any information that you provide to anyone else without your permission. However, on rare occasions, we may be required to disclose your information by law, or where we have good reason to believe that failing to share the information would put you or someone else at risk. On

occasions, we will provide information to other organisations that we work with on specific projects or to deliver services e.g. provision of equipment from the Council. This is done under strict agreements regarding the security and confidentiality of all personal information.

Information updates & marketing

From time to time we would like to send you information about Sight Support Derbyshire events e.g. equipment events, information days etc. If you have consented to receive this information, you may opt out at any time by contacting us.

Access to your information

You have the right to view any information the organisation holds about you. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

How to contact us

Please contact us if you have any questions in relation with this notice or the information we hold about you:

Email: enquiries@sightsupportderbyshire.org.uk

Phone: 01332 292262

Post: Sight Support Derbyshire
Suite2.2-2.10 Litchurch Plaza,
Litchurch Lane,
Derby,
DE24 8AA

More information

You can find a copy of our Data Protection policy on our website: www.sightsupportderbyshire.org.uk