SERVICE USER PRIVACY NOTICE

Who We Are

Sight Support Derbyshire is a registered charity providing advice, support, rehabilitation, wellbeing services and practical assistance to blind and partially sighted people and others who use our services.

This Privacy Notice explains how we collect, use, store and share personal information about people who use our services.

For the purposes of data protection legislation, Sight Support Derbyshire is the data controller.

If you have any questions about this Privacy Notice or how we use your information, please contact:

Sight Support Derbyshire
2a Wentworth House
Vernon Gate
Derby
DE1 1UR

Telephone: 01332 292262
Email: enquiries@sightsupportderbyshire.org.uk

What Information We Collect

We may collect and hold information including:

- Your name and contact details.
- Date of birth.
- Emergency contact details.
- Information about your visual impairment or disability.
- Information about your support needs.
- Records of the advice, support and services provided to you.
- Details of referrals to or from other organisations.
- Correspondence and communications with you.
- Feedback, compliments or complaints.
- Information relating to safeguarding concerns where necessary.

We will only collect information that is relevant to the services we provide.

How We Obtain Information

Information may be obtained:

- Directly from you.
- From a family member, friend, carer or representative acting on your behalf.
- Through referrals from health, social care or other support organisations.
- From other organisations where it is lawful and appropriate to do so.
- Through our ongoing work and contact with you.

Why We Use Your Information

We use personal information to:

- Assess how we can support you.
- Deliver services, support, advice and activities.
- Arrange appointments, visits and events.
- Manage referrals to and from other organisations.
- Maintain accurate service records.
- Safeguard children and adults at risk.
- Deal with concerns, complaints or compliments.
- Improve our services.
- Meet legal and regulatory requirements.

Our Lawful Basis for Using Your Information

Sight Support Derbyshire generally processes personal information because it is in the charity's **legitimate interests** to do so in order to provide services, support and assistance to people who choose to use our services.

Where we process information relating to health, disability or other special category personal data, we do so in accordance with the conditions set out in UK data protection legislation.

Where consent is required for a specific activity, we will ask for it separately.

Who We May Share Information With

We will only share information where it is necessary, appropriate and lawful.

Depending on the circumstances, information may be shared with:

- NHS organisations and healthcare professionals.
- Local authorities.
- Social workers and social care providers.
- Other charities and support organisations involved in providing support.
- Safeguarding agencies, including the police where appropriate.
- Professional advisers, auditors and regulators where required by law.
- Organisations providing services on behalf of the charity.

We will only share the minimum information necessary for the relevant purpose.

Safeguarding

Sight Support Derbyshire has a duty to safeguard children, young people and adults at risk.

Where we believe there is a risk of harm, we may share information with appropriate agencies without consent if we are permitted or required to do so by law.

How We Protect Your Information

The charity takes appropriate technical and organisational measures to keep information secure.

These measures include:

- Secure information systems.
- Restricted access to records.
- Password protection and multi-factor authentication.
- Staff and volunteer training.
- Confidentiality obligations.
- Secure storage and disposal procedures.
- Information security and cyber security controls.

How Long We Keep Information

As a general rule, Sight Support Derbyshire retains service user records for **seven years after our last meaningful contact with you**.

In some circumstances, information may be retained for longer where this is required by law, safeguarding requirements or other legitimate reasons.

When information is no longer required, it will be securely deleted or destroyed.

Your Rights

Under data protection legislation, you have rights in relation to your personal information, including the right to request access to information we hold about you, to ask us to correct inaccurate information and to object to certain types of processing.

Some rights apply only in particular circumstances and may be restricted where the charity is required to retain or continue processing information for lawful purposes.

If you would like more information about your rights, or wish to make a request relating to your personal information, please contact us.

Further Information and Complaints

If you have any questions or concerns about how we use your information, please contact Sight Support Derbyshire in the first instance.

You also have the right to complain to the Information Commissioner's Office (ICO).

ICO Website: www.ico.org.uk
ICO Telephone: 0303 123 1113

Accessible Formats

This Privacy Notice is available in alternative formats on request, including electronic and large print versions.