



Privacy Notice for Paperworks (Harrogate) Ltd

Paperworks take the protection of your privacy very seriously. We will only use your personal information to deliver the products and services you have requested from us, and to keep within the law.

How do we collect information from you?

We need to get information about trainees when they want to come to Paperworks. We will often ask you questions so that we can find out more about you. Sometimes we will need to ask other people about you, such as social services or carers. This is so that we can support you when you come to Paperworks and be able to keep you safe.

What type of information do we collect from you?

Paperworks need to keep information about trainees because of the work we do. Here are some of the reasons why we need to keep information about you:

- we need to keep trainees at Paperworks safe
- we need to be able to contact people in an emergency
- we need to be able to make note of the progress you are making at Paperworks and the skills you have learnt
- we need to be able to develop and improve our services

The personal information we collect might include your name, address, telephone number and email address or the contact details of your carers, which pages you may have visited on our website and when you have looked at them. It may also include medical details and information about your support needs.

How is your information used?

We may use the information we keep about you to:

- contact you by post, email or telephone
- keep you safe and healthy
- make sure you are who you say you are
- understand your needs and how they may be met
- keep our records up to date

- make sure we are keeping within the law
- prevent and detect crime, fraud or corruption

We are required by legislation, our regulatory requirements and our insurers to keep your data where we have ceased to act for you. The period of retention required varies with the applicable legislation but is typically five or six years. To ensure compliance with all such requirements it is the policy of Paperworks to retain all data for a period of time as it is stated in our retention policy.

So if you decide not to come to Paperworks anymore, we will only keep information about you if it is needed and this has to be what is stated in our paperwork (our retention policy).

Who has access to your information?

- We will not sell or rent your information to other people.
- We will not share your information with other people so that they can sell you things.
- Any staff members who are able to see your information must make sure they do not share the information with anyone they are not supposed to. Paperworks have written guidelines for staff to follow about keeping your information safe.

Other people we may need to share your information with

We may pass your information to other people, such as Adults Social Care, and other organisations, if there are any safeguarding issues. However, when we share information, we share only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information safe and secure and not to use it for their own purposes.

Please be assured that we will not release your information to third parties unless you have requested that we do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention and detection of crime, fraud or corruption.

How you can access and update your information

Keeping your information up to date and accurate is important to us. We promise to regularly review and correct where necessary, the information that we hold about you. If any of your information changes, please email or write to us, or call us using the 'Contact information' noted below.

You have the right to ask for a copy of the information Paperworks holds about you.

Security precautions in place to protect the loss, misuse or alteration of your information

Whilst we always try to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

Once we receive your information, we make our best effort to make sure it will be safe on our computer systems.

Your information will usually be processed in our offices in the UK. However, to allow us to operate efficient digital processes, we sometimes need to store information in servers located outside the UK, but within the European Economic Area (EEA). We take the security of your data seriously and so all our systems have appropriate security in place that complies with all applicable legislative and regulatory requirements.

Your choices

We may occasionally contact you by post / email / telephone with details of things that you may want to know about, or about any changes in the law. If you do not wish to receive such information from us, please let us know by contacting us as indicated under 'Contact information' below.

Your rights - Access to your information

You have the right to request a copy of the personal information about you that we have.

Your rights - Correcting your information

We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

Your rights – When you don't want us to keep information about you anymore

You have the right to ask us to delete personal information about you:

- Where you might think that we no longer need the information that we keep about you

- Where you have validly asked us not to keep information about you – see ‘Objecting to how we may use your information’ below
- Where we might be breaking the law by keeping some information about you
- Where we are using your information when you have changed your mind about this – see ‘withdrawing consent to use your information’ below.

Your rights - Restricting how we may use your information

In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking if the information we have about you is correct or if you have not given us permission to have your information and we might not think this is right. This right might also apply where we feel we don't need to keep information about you anymore but you do not want us to shred or wipe the information from our computers. When this happens, we may only use the personal information we need with your permission, for legal reasons or where there are other public interest grounds to do so.

Your rights – When you don't agree with how we may use your information

If we think we may need to pass your details onto someone like the police for any reason, we will need to do this even if you do not agree to this.

Your rights - Withdrawing consent to use your information

If you have given us your permission to use your information, you can change your mind at any time. You just need to let us know about this.

Please contact us in any of the ways set out in ‘Contact information’ below if you wish to exercise any of these rights.

Changes to our privacy notice

We keep this privacy notice under regular review. Paper copies of the privacy notice may also be obtained from our Leeds and Harrogate offices.

This privacy notice was last updated on 4th May 2018 and the version number is 1.1.

Contact information

Email: j.forsey@paperworks.org.uk

Telephone: Leeds 0113 3236000 or Harrogate 01423 816999

In writing to: Jo Forsey, Unit 5, Prospect Park, Limewood Approach, Seacroft, Leeds LS14 1NG

Complaints

We aim to get back to you very quickly if you have a complaint about how we handle your personal information but you also have the right to lodge a complaint with the Information Commissioner's Office at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone – 0303 123 1113 (local rate) or 01625 545 745

Website: <https://ico.org.uk/concerns>