

Shortened Version of the Privacy Notice for Service Users

Important information on the information we hold about you.

There is a law which all companies have to follow. It is all about ensuring that information about you that you share with us is looked after very well and dealt with great care by us. As it is your information then you must have control over it which is what this new law is all about.

So any data or information that identifies you such as your name or address falls under this law. Also any information that is classed as sensitive such as your health records have an even greater importance to them when you share them with us. This is because they can contain some very personal information which you want to stay personal and ensure it is only shared with people who need it to help you.

We have to tell you the following things about the information we hold on you:

- How we collect it and why we are using it
- How long we will keep it for and when we no longer need it what we do with it
- Any other people who we need to show it to or share it with
- What actual information we keep on you

Some information we need to process in order to assist you with your needs that Connection Support is helping you with can be processed automatically by us once you have shared it with us. However for some information about you we need to obtain your written consent. Therefore we ask you to sign a form to allow us to access this information. If you don't want to do this you certainly don't have to and indeed if you give your consent and later change your mind that is fine you can take your consent away. If this happens we may however not be able to help you as much as we would like to or you would like us to.

This law also gives you a number of rights in relation to your information. These are:

- That we must tell you all about how we use your information (if you want more information on this then look at the full privacy notice we have done for you)
- That you are allowed to see all of the information we hold on you if you ask us
- If you believe we hold information on you that we should not then you can ask for it to be deleted
- You can ask us to stop processing your information if you believe it is incorrect until we have ensured that the information we hold is correct
- You can ask for a copy of the information we hold on you to take away with you
- You can object to the way we use your information where we feel that we have a genuine interest to process it to help you

We need to make sure you know what to do if you want to have access to your rights. You need to contact our data protection nominated person which is the Systems and Senior Administration Manager. You can email her on kimhopkins@connectionsupport.org.uk or ask your support worker to contact her for you with your requests.

This law also has someone outside of Connection Support that you can complain to regarding any aspects of your information that we hold and use. This is the Information Commissioners Office (ICO). You can call them on 03031231113 or email them at <https://ico.org.uk/global/contact-us/email/> or write to them at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

If you require further details we suggest you read the full privacy notice [:http://www.connectionsupport.org.uk/wp-content/uploads/2018/07/Service-User-Full-Privacy-Notice-V2.0.pdf](http://www.connectionsupport.org.uk/wp-content/uploads/2018/07/Service-User-Full-Privacy-Notice-V2.0.pdf) or ask for a copy to be given to you.