

Privacy Notice

Introduction

The correct handling of personal information is one of the essential aspects of good practice. As far as *Local Friends* is concerned, the two key elements are Confidentiality and Data Protection. This Privacy Notice addresses the Data Protection issues.

The legal framework is mainly shaped by the *General Data Protection Regulations* (GDPR), which effectively updated the *Data Protection Act* on 25 May 2018: the provisions are mainly those of the Act but clarified and slightly extended in places.

Every organisation is accountable for the way it handles personal information (or ‘data’), and the GDPR places greater emphasis than was previously the case on the documentation that Data Controllers must keep to demonstrate their accountability.

It has been suggested that the UK, once it has left the EU, should relax some of the provisions contained in the GDPR. While it is interesting and potentially relevant in the longer term, it has no immediate practical relevance: we will need to comply with the law as it currently exists, and complying with the regulations may well continue to be good practice even if a more relaxed regulatory framework is introduced at a later date.

General Details

Overview

We are committed to maintaining the privacy of the personal information that is entrusted to us, and we want to ensure you can exercise your privacy rights – partly because we need to comply with data protection law and GDPR, but mainly because we want to do the right thing.

‘Personal information’ is any information relating to a person which can be traced in some way to the relevant individual. If the information is completely anonymous (so, for example, no keys, codes or membership numbers are stored which can be used to connect the information to a person) then the GDPR does not apply, otherwise we will assume it does.

Your personal information will be held by *Local Friends*. The Data Controller is the *Local Friends* board, and the Data Processors are the *Local Friends* workers who are authorised by the board to have access to personal information. You can contact us to find out who these people are by using the contact details on the web site:

- <https://localfriends.org.uk>

This document

This notice tells you what personal information we collect, why we collect it, how we use it, how long we retain it, and who we may share it with. We may change this document at any time: changes may be made to clarify what has been said, to address details which were not previously covered, to respond to changes in the legislation or the interpretation of the legislation, or for some other reason.

The current version of this notice can be found on the *Local Friends* web site.

The categories of information we hold

We hold personal information in order to do our work, to manage the work and to produce summary reports on what we have done. The personal information is not shared with anyone except that a simple status report may be shared with the Referrer as one aspect of case management. We make no use of automated decision making.

You have the general right to ask us to delete your personal information if you believe we no longer have a valid reason to continue holding it. Upon such a request, we will delete your personal information, or as much of it as we are allowed to do while observing our legal obligations.

We hold the following categories of personal information. In the case of an organisation, the personal information will relate to a person who works, or who has worked, for that organisation.

- **Controller:** a member of the *Local Friends* board.
- **Referrer:** a person, usually a medical professional or social prescribing coordinator, who has been authorised to refer a client to *Local Friends*.
- **Worker:** a person who has been authorised to access personal information held by *Local Friends*.
- **Partner:** an organisation, usually a local church, which provides Volunteers to *Local Friends* and continues to support them.
- **Volunteer:** a person who visits a Client on behalf of *Local Friends*.
- **Client:** a person who has been referred to *Local Friends*.
- **Contact:** a person who is on the *Local Friends* email list.
- **Supporter:** a person who provides, or who has provided, financial support to *Local Friends*.
- **Funder:** an organisation which provides, or which has provided, financial support to *Local Friends*.
- **Supplier:** an organisation which provides, or has provided, goods or services to *Local Friends*.
- **Finance:** any information relating to a financial transaction undertaken by *Local Friends*.

Personal Information

Contact

We use this information to inform you about the work of Local Friends.

We hold this information for as long as you wish us to remain in contact with you.

The legal basis for holding this information is consent.

Finance

This is information relating to financial transactions of any kind undertaken by Local Friends.

We use this information to manage our finances and to produce reports and accounts as required. These reports and accounts will contain only summary financial information, but they may include some necessary details of the Controllers, Workers and Funders.

Information relating to our financial transactions must be retained for seven years; other financial information will be retained only for as long as it is needed.

The legal basis for holding this information is legal obligation.

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