

Merseyside Society for Deaf People Privacy Notice

As part of the services we provide, we are required to process personal data. 'Processing' may mean collecting, recording, storing, sharing, or destroying data.

At Merseyside Society for Deaf People (MSDP), we are committed to safeguarding your privacy and being transparent about what we do with your data. We follow the strict rules about processing data set out in General Data Protection Regulation (GDPR). This privacy notice provides you with details of why we need your personal data, what we do with it and what your rights are when it comes to your data.

If you have any concerns or questions, please contact us:

Data Protection Officer:

Sarah Welch

swelch@msdp.org.uk

0151 228 8888

Merseyside Society for Deaf People, 396 Queens Drive Retail Park. Liverpool. L13 0DJ

www.msdp.org.uk

What Personal Data Do We Collect?

So that we can provide a safe and professional service, we need to keep certain records about you. MSDP may process the following types of data:

- Your basic details and contact information, for example, your name, address, date of birth and next of kin
- Your financial details, for example, details of how you pay us for your support or funding arrangements
- Health and social care data about you, which may include both your physical and mental health data
- We may also record data about your race, ethnic origin, or religion

How We Collect Your Personal Data

Information volunteered by you when you access our services face to face, by telephone, website, email, drop-in services, application forms, participation at events, training, and conferences, making donations, through cookies when you visit our website.

**Cookies are a simple text file that is stored on your computer or mobile device. Cookies tell us which pages you've visited on our website and when you accessed them. However, we do not use cookies to track who is accessing them. You can set your browser to refuse all or some cookies.*

Depending on the services you access, the personal data we collect may include:

- Name, address, date of birth
- Health and social care support
- Health conditions
- Use of medication
- Past and current health
- Economic, social, cultural status
- Other sensitive data you choose to reveal, for example, disability

- Financial details such as bank account details
- Technical data such as how you use our website, products, and services
- Marketing and communication preferences
- Photographs at events (where we would ask for your consent first)

Consent

By providing us with your personal data including data about your health, you consent to the collection and processing of any information you provide in accordance with this privacy notice.

If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent at any time.

How Long We Keep Your Personal Data

We only keep your personal data, sometimes referred to as retention of data, for as long as is necessary to fulfil the purpose we collected it for. We have a retention policy for keeping personal data that meets the strict rules of GDPR.

How We Store Your Personal Information

Your personal information is securely stored for as long as necessary to fulfil the purposes we collected it for. We will then dispose of the information securely by shredding any paper records or wiping hard drives to legal standards of destruction.

Third Parties

Personal data is not used or disclosed for purposes other than what it was collected for, except with the consent of the individual or as required by law.

Third parties organisations we might lawfully share your data with include:

- Other parts of the health and social care and support system, such as social workers and the Local Authority
- Authorised service providers and professional who perform services on our behalf at your request, for example, welfare, energy providers etc
- Organisations we have a legal obligation to share information with, i.e. for safeguarding
- The police or other law enforcement agencies if we have to by law or court order.

Our website may include links to third-party websites. This policy does not cover these external websites. Clicking on any links or enabling connections may allow third parties to collect or share any data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notices of every website you visit.

Your Rights

The data we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:

You have rights in relation to your personal data under data protection laws include:

- The right to be informed about how and why we collect your data and what we use it for
- The right to request access to your personal data
- The right to request correction of your personal data
- The right to request erasure of your personal data
- The right to request restriction of processing your personal data
- The right to object to processing of your personal data (i.e. direct marketing)

Right to Complain

If you are not happy with any aspect of how we collect and use your data, you can make a complaint to the data protection officer, details at the top of the page.

Right to Complain to Information Commissioner's Office

If you are not happy with any aspect of how we have dealt with your questions, concerns or complaints relating to your personal data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority on data protection:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

<https://ico.org.uk/global/contact-us/>