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**Unit 2, Blackpool Enterprise Centre, Lytham Road, Blackpool, FY4 1EW**

**Tel No: 01253 344123 email: admin@socialenterprisesolutions.co.uk**

**PRIVACY POLICY**

**Contents Paragraph Number**

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**1. Introduction**

Social Enterprise Solutions (UK) CIC respect your privacy and we are committed to protecting your personal data. This privacy notice explains how we collect and use personal information about you when you are referred to our services, or when you are the next of kin, family member or carer of someone who receives our services.

**Our contact details**

Social Enterprise Solutions (UK) CIC is a data controller under the Data Protection Act 2018 because we collect, store, share and use personal data to provide our services. Your personal data will also be used to plan our services and to make sure those services are as good as they can be.

Our registered address is: - Unit 2, Blackpool Enterprise Centre, Lytham Road, Blackpool, FY4 1EW

Social Enterprise Solutions (UK) CIC is registered with the Information Commissioner’s Office (ICO) Registration number: Z977845X.

We take our duty to protect your personal data and maintain confidentiality very seriously. We are committed to taking all reasonable measures to make sure the personal data we are responsible for is kept securely.

Our Data Protection Champion is Patt Trow who can be contacted by writing to; Patt Trow

Unit 2, Blackpool Enterprise Centre, Lytham Road, Blackpool FY4 1EW or by emailing patt@socialenterprisesolutions.co.uk or by phone on 01253 344123.

Information we collect about you and where we collect it from our professionals caring for your need to keep records about you including your health, treatment, care and support that you receive from Social Enterprise Solutions.

**2. Information**

Most of the information we process is provided to us may come from other organisations e.g., referrals from GPs, MDT and health professionals. We process this information because it is necessary to enable us to provide the most effective and relevant care and support for you.

The use of these records will ensure that you receive the best possible care and support. These may be recorded on paper or in electronic form.

They include but are not limited to:

• basic personal details about you such as your name, address, date of birth, next of kin etc.

• contacts and interactions we have had with you such as telephone calls, emails, appointments or visits from our health and well-being workers

• notes and reports about your circumstances including health, treatment care and support

• relevant information from other people involved in your care and support such as health professionals, relatives and carers

We will collect similar personal data from others who refer individuals to us in their professional capacity. It is essential that your details are accurate and up to date. Always check that your personal details are correct when you speak to us and please inform us of any changes as soon as possible.

**3. Processing your data**

Social Enterprise Solutions is a non-profit organisation (limited by guarantee) operating in Blackpool and across the Fylde Coast. Our aim is to help people regain control of their lives, providing hope and a sense of purpose, through the provision of Health & Wellbeing, Counselling and Talking Therapies.

Social Enterprise Solutions comply with the Data Protection Act 2018. Basic details are below:

The Data Protection Act 2018 is the UK’s implementation of the General Data Protection Regulation (GDPR).

Everyone responsible for using personal data has to follow strict rules called data protection principles. They must make sure the information is:

• used fairly, lawfully and transparently

• used for specified, explicit purposes

• used in a way that is adequate, relevant and limited to only what is necessary

• accurate and, where necessary, kept up to date

• kept for no longer than is necessary

• handled in a way that ensures appropriate security, including protection against unlawful

or unauthorised processing, access, loss, destruction or damage

**4. How we use your information and how we share it**

We only use your personal information to enable us to provide our services. Your personal information (including health records) is used to direct, manage, and deliver the care and support you receive to ensure that:

• The professionals involved in your care have accurate and up to date information to assess your health and decide on the most appropriate care and support for you with, Wellbeing & Counselling needs

• Healthcare professionals (including partner organisations) delivering your care have the information they need to be able to assess and improve the quality and type of care you receive

• Appropriate information is available if you see another professional or are referred to a specialist or another part of the health and social care sector.

Your information will also be used to help manage the services we provide and protect the health of the public by being used to:

• Review the care and support we provide to ensure it is of the highest standard and quality,

• Protect the health of the general public,

• Manage our services and ensure our services can meet service user needs in the future,

• Investigate service user queries, complaints, and legal claims,

• Prepare statistics on our performance,

• Undertake health and care research and development,

• Help train and educate our health and social care professionals,

• Ask you for feedback about our services,

• Resolve any complaints you may have about services.

To ensure that Social Enterprise Solutions provides you with an efficient and effective service we will sometimes need to share your information with other organisations. Anyone who receives information from us has a legal duty to keep it confidential.

We may also need to share your information with other health and social care service providers, for example to make referrals on your behalf. If something you’ve told us makes us think you or someone else are at serious risk of harm, we might need to tell the police or social services, this will take place without your consent or on very rare occasions without your knowledge where the circumstances require us to do so.

We will never share your information with any external organisation for marketing purposes.

**How we store your personal data**

Your information is securely stored on our IT servers or on our premises. We have appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorized manner, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our written instruction, and they are subject to a duty of confidentiality.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a strict duty of confidentiality.

We will only retain your information for as long as we need to legally keep records in accordance with company law and funding and regulators terms and conditions. Once this period has elapsed, we will then securely dispose of all data relating to you in accordance with our retention and deletion policies.

We will then securely dispose of your personal data in line with recommended deletion processes.

**6. Your Rights**

You have a right to be informed if your personal data is being used. Most of this right to be informed is met in this privacy notice, and similar information when we communicate with you directly – at the point of contact.

**Right of access**

You have the right to obtain a copy of personal data that we hold about you and other information specified in the GDPR (commonly known as a Subject Access Request or SAR), although there are exceptions to what we are obliged to disclose. For example, we may not provide all the information, where in the opinion of an appropriate health or social care professional disclosure would be likely to cause serious harm to your, or somebody else’s physical or mental health or it refers to other individuals. You will usually not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

To submit a Subject Access Request, you can speak to the worker supporting you or you can contact our Data Protection Champion, Patt Trow, who can be contacted by writing to;

Patt Trow, Unit 2, Blackpool Enterprise Centre, Lytham Road, Blackpool FY4 1EW or by emailing patt@socialenterprisesolutions.co.uk or by phone on 01253 344123.01772 280030.

**Right to rectification**

You have the right to ask us to rectify any inaccurate data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

**Right to erasure (‘right to be forgotten’)**

You have the right to request that we erase personal data about you that we hold. This is not an absolute right, and depending on the legal basis that applies, we may have overriding legitimate grounds to continue to process and store your data.

**Right to object**

You have the right to object to the processing of personal data about you on grounds relating to your particular situation. The right is not absolute, and we may continue to use the data if we can demonstrate compelling legitimate grounds.

**Right to restriction of processing**

You have the right to ask us to restrict the processing of your information in certain circumstances.

**Right in relation to automated individual decision-making**

You have the right to object to being subject to a decision based solely on automated processing, including profiling.

**Right to notification**

You have the right to be notified if there has been a breach with regards to your personal data that we hold. This right is enforced if the breach is likely to result in a high risk of adversely affecting your

**Right to data portability**

You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

**7. Changes to this policy**

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes.

Any changes we may make to our privacy policy in the future will be available by request from Patt Trow who can be contacted by writing to;

Patt Trow

Unit 2, Blackpool Enterprise Centre

Lytham Road, Blackpool

FY4 1EW

or by emailing patt@socialenterprisesolutions.co.uk

or by phone on 01253 344123

Any significant changes will be brought to your attention at the time of us providing our service to you.

**8. Complaints**

Please contact us if you feel we have not complied with your privacy rights or any of the above privacy requirements. You can contact us via our Data Protection Champion by writing to:

Patt Trow

Unit 2, Blackpool Enterprise Centre

Lytham Road

Blackpool

FY4 1EW

or by emailing patt@socialenterprisesolutions.co.uk

or by phone on 01253 344123.

You have the right to complain to the Information Commissioner if you are not happy with any aspect of how we have processed your personal data or believe that we are not meeting our responsibilities as a data controller.

The contact details for the Information Commissioner are: Information Commissioner’s Office

Wycliffe House Water Lane

Wilmslow

SK9 5AF

Website: ico.org.uk

Helpline number: 0303 123 1113

Approved by the Board ……………………………..

September 2023