# ***In-Work Enterprises Ltd***

#### **Broomhill Gardens & Community Hub**

#### **46 Mearns Street, Greenock, PA15 4 QD**

### Tel/Fax: - 01475 ~553570

## E-mail: - info@inwork.org.uk

**In-Work Enterprises Ltd**

**Privacy Policy**

**In-Work’s Privacy Policy**

In-Work is committed to ensuring that we process and protect your personal information/data fairly and lawfully; so when you contact us (for whatever reason) we want you to be confident about how your personal information will be looked after and used.

The purpose of this policy is to let you know how we will process information we collect from you/about you or that you provide to us.

**Why issue a privacy notice?**

In-Work recognises the importance of protecting personal and confidential information in all that we do and takes care to meet our legal and regulatory duties. This notice is one of the ways in which we can demonstrate our commitment to our values, and to being transparent and open. This notice also explains what rights you have to control how we use your information.

**What information we collect and why?**

The personal information we collect, and how we use it, will depend on your engagement with us but it may include details about your name, date of birth and contact details (eg telephone, email, computer IP address and home address). We require this information in order to respond to your enquiry; if we are providing you with a service or information; if we are contacting you about our fundraising or event activities, or we are entering into a contract with you.

If you are a Service User, we may ask for or hold confidential information about you which will be used to deliver the appropriate care and support. For example, data might be collected through referrals from the NHS or local authority, from forms completed by you, your family or professionals, from correspondence with you, or through the initial assessments we make, care review and/or best interest meetings and/or other assessments.

**How we will collect the information?**

We will collect information in the following ways:

* Directly from you when you:
  + Contact our Information Service.
  + Visit our website.
  + Enquire about our activities.
  + Donate to; or fundraise for In-Work.
  + Receive a service from In-Work.
  + Engage with us via social media.
  + Make a complaint.
  + Submit a job application.
* Indirectly:
  + When you have given permission to other organisations to share your information.
  + When we deliver services as part of a contract.
  + Information publicly available.
  + Where we have CCTV installed at our services/premises.

**Who will information be shared with**

To provide the best service possible, sometimes we will need to share information with a range of Health and Social Care related organisations and regulatory bodies including the local authority. Information sharing is governed by specific rules and law. However, we will not disclose any identifiable and personal information to third parties without you consent, unless there are exceptional circumstances such as when the health and safety of others is at risk or where we are required by law.

**How information is retained and kept safe**

We have appropriate internal policies and controls in place to try to ensure that your personal information, both on-line and off-line is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our approved employees in the performance of their duties. Records and access is restricted to only those who need to know.

Information that we hold on you will be stored securely and only be kept as long as is reasonable and necessary,.  The length of time we keep your information will depend on the reason why we have been or are processing your information.

**How long do we keep your personal data?**

We will only retain your data for as long as we need to support the purpose for which it was collected and in-line with any statutory obligations placed on In-Work. Records are kept in line with In-Work retention schedule which determines the length of time records should be kept. At the end of this period of time the information is destroyed in line with our confidential destruction procedures.

**Your rights**

You have the right to refuse/withdraw consent to information sharing at any time. We will fully explain the possible consequences to you, which could include a delay in you receiving support. Under Data Protection Regulations (GDPR) which has been enacted as part of the Data Protection Act 2018(DPA) you have a number of rights with regards to your personal data.

**You have the right to:**

* Be informed about how your data is being used
* Access your personal data
* Have incorrect data up-dated
* Have data erased
* Stop or restrict the processing of your data
* Data portability (allowing you to get and reuse your data for different services)
* Object to how your data is processed in certain circumstances

If you have provided consent for the processing of your data you have the right to withdraw that consent at any time. If you would like to exercise any of these rights, please contact the Data Controller at the address below.

\* Please note that we may require proof of identity before we provide you with this information or make changes.

**What are we governed by**

**Data Protection Act 1998**

**Human Rights Act 1998 (article 8)**

**Access to Health Records Act 1990**

**Health and social Care Act 2012, 2015**

**Public Records Act 1958 General Data Protection Regulations (GDPR) and The Data Protection Act 2018**

**Contact Details**

**Details of data controller:**

Data Protection Officer

In-Work Ltd

Broomhill Gardens and Community Hub

46 Mearns Street

Greenock PA15 4QD

Email: dataprotection@inwork.org.uk

This Privacy Policy was last updated on 25th February 2019.