

## Privacy Notice

*This notice explains your rights and Certitude's responsibilities around the use of your personal data.*

### Who we are

Certitude provides personalised support across London to people with learning disabilities, autism and mental health support needs as well as their families and carers.

### Information we record

We need to know particular personal information about you to be able to support you properly. This includes things like name, age, gender, health information etc. Certitude is known as the 'Controller' of the personal data you provide to us and we are required by law to keep it confidential and secure.

### Where we get this information from

We may get this information directly from you, or your family member, carer or advocate or from a referrer or other agency involved in your support.

### How the law protects you

Your privacy is protected by law. Data Protection law says that we are allowed to use personal information only if we have a proper reason to do so. The law says we must have one or more of these reasons:

- When you consent to it, or
- When it is in our legitimate interest, or
- When it is our legal duty, or
- To fulfil a contract we have with you

A legitimate interest is when we have a valid reason to use your information. But even then, it must not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is.

### Why we need this information

We need to know your personal data in order to provide you with effective care and support, tailored to you as an individual. We consider this to be a 'legitimate interest'. We will not collect any personal data from you other than what we need in order to specifically provide and oversee this service to you.

### What we do with it

The personal data we collect is processed by Certitude staff only. The team that supports you uses your information to ensure you receive the support that is right for you. We also use information for statistics but you cannot be identified from this data.

### **Who we may share your personal information with**

On occasion, we may need to share information with other agencies involved in your support (e.g. your GP) or when our services are inspected by the UK regulator, the Care Quality Commission. We will only share information in a way that complies with the law, is fair, transparent and in line with your rights and expectations.

### **If you choose not to give personal information**

It is your right to withhold personal information if you wish. However, if you choose not to give us this personal information, it may delay or prevent us from performing services needed to support you properly.

### **How long we keep your personal information**

We will keep your personal information for as long as you receive support from us.

After you stop receiving support from us, we may keep your data for up to 8 years to evidence the support we provided and in case we need to respond to any enquiries or complaints regarding your support. At the end of this period, your data will be securely deleted.

On occasion, we may keep some of your data for longer than 8 years if we are not allowed to delete it for legal or regulatory reasons. We may also keep some information for statistical purposes. If we do, we will make sure that your privacy is protected.

### **How to get a copy of your information**

You can get a copy of your information by writing to us at this address:

Data Protection Officer, Certitude, 31-33 Lumiere Court, 209 Balham High Road, Balham, London SW17 7BQ. Tel: 020 8772 6222.

### **If you want us to stop using your personal information**

You have the right to have your personal information corrected if it is inaccurate. You have the right to object to our use of your personal information, or to ask us to delete, remove, restrict or stop using your personal information if there is no need for us to keep it. There may be legal reasons why we need to keep or use your data but please tell us if you think that we should not be using it.

### **How to complain**

Please let us know if you are unhappy with how we have used your personal information. You can speak to the team that supports you or contact us at the address above. If you are not satisfied with our response, you have the right to complain to the Information Commissioner's Office. <https://ico.org.uk/concerns/handling/>