



Surrey Choices Standard Privacy Statement



Your personal information -
how we use it and how we
keep it secure.

Surrey Choices - Fernleigh Activity Centre -
Fernleigh Close - Walton-On-Thames - Surrey - KT12 1RD



07860 020130



01483 806806



www.surreychoices.com



info@surreychoices.com

Surrey Choices and your data



When you use our services we will ask you to tell us about yourself, so that we can understand your needs and support you the way you want.



This leaflet explains how we use and store your information, and who we may need to share it with to support you.



It explains how we will use information in any of our:

- paper documents
- electronic documents and
- web pages.



You can find out more information about how we use your information in our **Full Privacy Statement.**

Your data and what the law says



The Data Protection Act and General Data Protection Regulation as well as other laws tells us how we must treat your information. The law says that we must tell you:



why we are collecting information about you and



how we are going to use your information



that we must keep your records secure and safe.

Personal data:

Personal data is information like:



- your name
- date of birth
- address

or information that allows people to find out who you are, like:



- your care and support needs
- your communication needs
- your friends and social contacts.



or any opinions we have recorded about you

and any records about how we plan to work with you in the future.

Special category personal data



Special category personal data (also known as sensitive personal data) is more detailed information about you that could be used to unfairly discriminate against you.

Special category (sensitive) personal data can include:

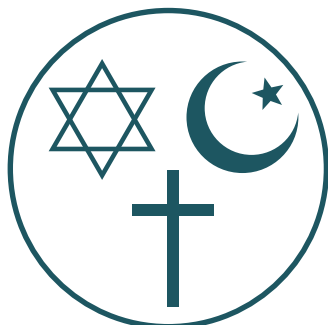


your race or ethnic origin



your political opinions

Special category personal data



religion or philosophical beliefs



trade union membership



genetic or biometric data



health data

Special category personal data



sex life or sexual orientation



criminal convictions and offences.

Privacy Statement for our customers



We know that protecting and respecting your privacy is very important and we always try to keep any personal information we have about you secure and confidential.

This means that we will only share your information if people need it to support you.



We share your name and contact details across Surrey Choices and with our suppliers and partners so that we can support you.



We only share your information so that we can offer you the right support and care and provide you with the services you want and need.

Privacy Statement for our customers



We may share your information with suppliers and partners providing services to you,



for safeguarding



debt collection



and for the prevention, detection and prosecution of crime.

We may pass on your information to:

We may share your information if we need to with:



commissioners and commissioning organisations who are purchasing services from us on your behalf



banks to manage payments



external assistance where you have agreed to the referral, for example to do with money problems or domestic abuse



training providers, schools and colleges

We may pass on your information to:



government departments -
such as the Department for
Work and Pensions,
housing or council
departments



the police, fire, health services
or social services



other care providers.



We do not sell your
information to other
companies.

Where we store your personal information



We will try to store your information on computers so that we can protect it with passwords and programmes.



Sometimes we may have to keep paper copies of your information, staff will keep these safe.



We will make sure that any programmes or computer equipment we use are secure and follows the data protection laws.

What we use your personal information for:



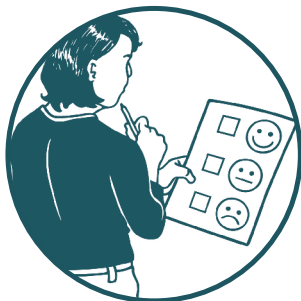
keeping in touch with you, inviting you to events, offering and booking appointments with you



telling you about changes to Surrey Choices and its services



getting your opinion on our services



understanding your needs and preferences, giving you the right support and care

What we use your personal information for:



to make sure that we have the right equipment for you



managing your health needs - such as medication or special diets



prevention and detection of crime



meeting our legal obligations including our funders or regulators

Our Full Privacy Statement



You can read our Full Privacy Statement and how to ask for a copy of the information we keep about you:



on our web pages
www.surreychoices.com



or you can email
info@surreychoices.com



or call
01483 806806



or speak to your link worker,
they will be pleased to help
you.

Glossary

Consent - to agree to something - a contract would not be valid if you did not consent to it

Genetic or biometric data - information about your finger prints, iris prints and DNA that can allow people to find out who you are.

Secure - To keep safe with locks, passwords or other methods.

Confidential - information that should be kept secret and private.

Suppliers - companies that sell Surrey Choices services or products.

Partners - Companies that work with Surrey Choices.

Public interest - Supports the well-being or interests of the public or society, such as exposing crime, lies, protecting public health or safety or exposing ways of working that could harm others.