



INFORMING - ADVISING - SUPPORTING - EMPOWERING
Parents & Carers of Children & Young People with Additional Needs & Disabilities

Data Protection & Retention Policy

VERSION CONTROL

Version No	4
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Next Scheduled Review	September 2018

POINT respects your privacy and realises how important it is to you that your personal information remains secure. We hope that this policy statement will answer the questions that you may have about how we manage and protect your details, but if you have any questions which are not answered by this statement, please contact us on 0161 667 2054.

Your personal data is protected by UK legislation, specifically the Data Protection Act 1998, and the Privacy and Electronic Communications (EC Directive) 2003. We aim to exceed our legal obligations by following best practice and reviewing our procedures regularly.

1. What information will POINT collect about me, what is it used for, and how is it obtained?

Personal information is collected directly from you when you complete and return forms as part of communicating with POINT (For example: Completing a membership form, consultation or feedback questionnaire), or when you provide information directly to a POINT representative (For example: During a telephone conversation or in person at one of our events).

We collect this information in order to:

- 1) Keep in touch with you and supply you with information relating to POINT's work. This includes keeping you informed about issues that might potentially be of interest to you.
- 2) Identify key issues and themes which are then shared with partners to improve services
- 3) To evaluate POINT's work, through data monitoring and contract management processes.

The information which we collect in this way will typically include personal details provided by you, which may include your name, postal and email addresses and support needs. We will also sometimes obtain contact information indirectly from third parties.

In some cases, we may collect information that the Data Protection Act considers to be 'sensitive' (this could include details of ethnicity or religious beliefs or disability). Such information will only be collected and retained with your specific consent.

2. Will you ever share or sell my information?

We will not sell your information to third party organisations, and we do not share your personal information with third parties for their benefit without your prior consent.

3. How secure is the information which I give to you?

POINT takes the care of your data seriously and undertakes to protect your personal information in a range of ways. POINT use a range of systems to deliver our services effectively. These include a database, email mailing system and survey system. These systems are provided by third party providers all of whose data servers are based in the UK or European Economic Area (EEA).

Our current list of providers are shown in the table below. This details what the system is used for, the likely data contained within the system and a direct link to their own data protection and data processing policies for your information.

Provider	What is the system used for	Supplier data protection and processing policy
CharityLog	Database of service user files used to store personal details collected by POINT to deliver services effectively	https://www.charitylog.co.uk/privacy
SmartSurvey	<ul style="list-style-type: none">• Consultations• Surveys• Service User Feedback & Evaluation• Online Data Collection Forums	https://www.smartsurvey.co.uk/security
BreatheHR	Storage of Team HR data including employee personal data	https://www.breathehr.com/privacy-policy/
Quickbooks	Used for financial management including supplier, donor and partner information. This may include personal and business contact details	https://www.quickbooks.co.uk/privacy-policy/
EmailOctopus	Used for email marketing to service users, donors and partners. Data held is consent based and contains email addresses only	https://emailoctopus.com/legal/privacy
Knowhow Cloud	Provides POINT data back-up via a cloud based system. Back up date may include business and personal information of service users, donors and partners.	https://www.tkhcloudstorage.com/privacy-policy

4. How long will you keep my information for?

We will retain your information for as long as you have an active relationship with POINT. If you cease to have an active relationship with us or request to receive no further contact, your data will be marked inactive and no further communications will be undertaken.

POINT will however retain your casefile within our database for 7 years from the date that the relationship ends. Your information is kept solely for for audit and compliance purposes.

5. Will my information ever go outside the UK?

Your data may be stored on data servers outside of the UK. Every care is taken to ensure that we only use data systems outside the UK if they are compliant with UK and European Economic Area data protection regulations.

In all instances, POINT adhere to all of the guiding principles relating to UK data protection legislation and are registered with the Information Commissioners Office (ico). The ico guiding principles can be found in the following link for information

<https://ico.org.uk/for-organisations/guide-to-data-protection/data-protection-principles/>

6. What if I want to limit or stop receiving messages from POINT?

You may opt out of receiving specific information and types of messages from us at any time and your request will be actioned immediately. You can do so by notifying us in writing using the contact details shown at the end of this policy:

7. How can I check, amend or request the deletion of the information you hold about me?

You may contact us to correct inaccuracies you find in the data which we hold about you, or if you wish to receive no further information from us, at any point in time. This can be done using the contact details shown at the end of this policy

It will help us to update your information quickly if you include your full name and address together with details of the correction to be made.

8. How do I request an information access report?

To request an information access report which details information we hold about you, please send your request in writing to the address shown at the end of this policy.:

We aim to issue an initial response to all enquiries within five working days, and will offer a full response to all information access requests within forty working days of receipt. POINT has waived its legal right to levy a fee for this service.

Points 9-11 apply specifically to POINT's UK websites and Social Media Platforms.

9. What types of information do you collect through the website?

POINT collects both personal and statistical data relating to the use of the website.

10. How is this information collected?

POINT compiles data concerning the way in which the website is used through automated logging: this information does not identify how individuals are using the site. The information collected will include details of the IP address of your machine, the type of browser you are using, the operating system you are using, the time of your visit, the pages viewed, and any search queries you may make.

All other personal information is collected on a voluntary basis by means of any HTML forms which website visitors complete during their visit. Information submitted in this way is automatically entered onto our computer system.

11. What about links to other websites?

The POINT website includes links to websites that are outside POINT's control, and whose content is not the responsibility of POINT. Please note that when you click on links to other web sites we encourage you to read their privacy policies because their standards may differ from ours.

Any alterations to our policy on the collection or use of data will be posted on this website.

POINT is registered with the Information Commissioners Office.

Our unique registration number is ZA034658

Our contact details for all correspondence relating to data protection is as follows:

Data Controller

POINT

Italia House

Pass Street

Oldham

OL9 6HZ