



SHARP Life & Learning Skills CIC
Unit 3G, Llanthony Business Park
Llanthony Road
Gloucester
GL2 5QT

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SHARP Life & Learning Skills CIC - PRIVACY NOTICE – Service Users

SHARP Life & Learning Skills CIC is an education and day service which offers a variety of education and leisure activity sessions to vulnerable adults within Gloucestershire. SHARP provides a safe, friendly & warm environment in which learners can participate in learning or leisure activities and progress at their own pace.

The purpose of this Privacy Notice is to tell you about information we collect when you use our service, how we use that information and who we may share it with. As of 25th May 2018, this replaces any previously given consent and is due to a change in data protection regulations.

Your information will be kept safe and secure – in locked cabinets and in electronic formats in secure cloud based storage.

What information do we collect about you?

The information that we collect from you includes:

- Client information forms with personal details including name, address, phone number, email address, date of birth, emergency contact details, GP details, information about disability, medication and support needs;
- Your risk information, both to yourself and to others – if necessary we will need to see a risk assessment from your current care provider;
- A support plan from your current care provider;
- Photographic evidence of the activities that you participate in at SHARP Life & Learning Skills CIC (note that separate photo consent from you is required to use this evidence);

In addition, we may be given information from external agencies which relate to your health, safety or wellbeing. This information may come from School / College reports, Care Plans, Support Assessments, Health Agency reports, or any other external agency that provides information relevant to your support needs.

We need to collect this information to ensure we can provide the best service for you. If you refuse to provide it, the quality of the service you receive may be affected or the service withdrawn.

SHARP Life & Learning Skills CIC

Registered Office: Unit 3G, Llanthony Business Park, Llanthony Road, Gloucester, GL2 5QT

Registered in England and Wales No: 8908940

Who we may share your information with and why:

Your information will only be accessed by people directly involved in the co-ordination of your activity sessions at SHARP Life & Learning Skills CIC.

This **WILL** include staff at SHARP Life & Learning Skills CIC, including management.

This **MAY** include third party organisations such as Councils/Local Authorities (E.g. Glos CC), Department of Work and Pensions (DWP), NHS and other providers of health care, the Ministry of Justice, Social Care, Employment & Training Services.

If we need to share the above with external agencies we will always try to discuss this with you first.

If there are safeguarding concerns involving you then we **WILL** make your information available to relevant safeguarding or criminal justice bodies which include the Police, Probation Services, Adult Social Care and the Safeguarding Team amongst others.

How we use information about you:

- Your contact details may be used to communicate directly with you about the service that you are subscribing to, including invoices, correspondence, newsletters, new course information, contacts / liaisons with parents / carers to ensure your health, safety and wellbeing.
- The client information form details may be used to contact yourself or others in case of emergency.
- Information obtained from support plans, risk assessments, history or background details may be used to devise a learning plan within SHARP Life & Learning Skills CIC to ensure that the service you receive is appropriate and relevant to your needs, abilities and wishes.
- Photos may be used as evidence of the activity sessions that SHARP Life & Learning Skills CIC offers, marketing or promotion on display boards, newsletters, social media or the SHARP Life & Learning Skills CIC website. **NO** photographs will be used by SHARP Life & Learning Skills CIC without initial and secondary consent from you.

Your information rights as a SHARP Life & Learning Skills CIC learner:

Under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 18) you have a number of rights with regard to your personal data.

You have the right to request access to your information and where information is found to be inaccurate to have that information corrected. In certain circumstances you have the right to have information held about you erased, or the use of it restricted, you may be able to object to processing as well as the right to have your information transferred to another data controller.

You have the right to lodge a complaint to the Information Commissioners Office (ICO) if you believe that SHARP Life & Learning Skills CIC has not complied with the requirements of the GDPR or DPA 18 with regard to your personal data.

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Identity of contact details for the controller and data protection officer:

SHARP Life and Learning Skills CIC is the controller of data for the purposes of DPA 18 and GDPR. The data controller is someone who determines how the information we collect from you may be used.

You can ask to see what information we hold about you and have access to it. This request is free of charge and you will receive a reply within one month of the request being received.

If you have any concerns as to how your data is processed you can contact;

Data Protection Officers: email addresses:

julie.sharp.learningskills@gmail.com - Julie Pullen - Managing Director

Or write to:

DPO
SHARP Life & Learning Skills CIC
Unit 3G, Llanthony Business Park
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How long will SHARP Life & Learning Skills CIC keep your information for:

We will hold your information for seven years after you have left SHARP Life & Learning Skills CIC.

Updated: 8/5/19

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