



REGISTERED NUMBER CIC 11373253
All Welcome! All Supported! All Together!

Privacy Policy

Title of Policy: Privacy
Effective Date: October 2019
Review Date: October 2021
Policy Number: 2
Policy Authorised by: Nicola Williams

Who are we?

We are Allsorts Support Services CIC, registered number 11373253 residing at 38 Colville Road, Lowestoft NR33 9QZ, telephone 07711 147188.

We are a controller of personal information for the purposes of the General Data Protection Regulation (GDPR) and our contact for Data Protection Purposes is the Data Policy Coordinator, Allsorts Community Hub, Old Court Building, Old Nelson Street, Lowestoft NR32 1EQ.

Email: allsortslowestoft@gmail.com

Website: www.allsortssupport.org

Throughout this policy, the Organisation Allsorts Support Services CIC shall be referred to as "We".

The Policy Notice

This Privacy Notice tells you what to expect when Allsorts Support Services processes personal information. It tells you the purpose for which we may process your personal information and the legal basis for the processing ("processing" includes us just keeping your personal information).

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

Data We Collect

We collect, process and store personal information about you in order to deliver efficient and effective services.

This data may include all your contact information such as name, address, telephone number, email address etc.

Legal basis for processing

We often have more than one legal basis for processing personal data. Firstly, where it is necessary for the purpose of legitimate interests pursued by the Organisation or by a third party to process your information. We can do that so long as we do not interfere with your fundamental rights of freedoms.

Secondly, we have your consent (i.e. agreement) to us processing your personal information. We ask everyone for consent when joining our services. Under the GDPR, consent is a legal basis for processing personal information. You can withdraw your consent at any time.

Communications

We may contact you via email, telephone and post. We may send you messages about our services, security or other service-related issues. We also send promotional messages and updates. You may change your communication preferences at any time by contacting us.

How we manage your personal information

We process your information in accordance with principles of GDPR.

We will treat your personal information fairly and lawfully and we will ensure that information is:

- processed for limited purposes;
- kept up-to-date, accurate, relevant and not excessive;
- not kept longer than is necessary;
- kept secure

Access to information is restricted to authorised individuals on a strict need to know basis.

We are committed to keeping your personal details up to date, and we encourage you to inform us about any changes needed to ensure your details are accurate.

Cookies

Our website uses Cookies when you browse it for functionality purposes. Cookies are small text files placed on your computer by your web-browser to ensure you have the best experience possible when visiting our website.

They enable our website to remember you, and any custom settings you have set, when you are logged in to a user account, or when making online payments.

How to manage Cookies

You can prevent Cookies being placed on your computer when browsing websites from within the Settings of your web browser itself. However, as they are predominantly used for functionality purposes, some websites may not work as intended if you choose not to allow them.

You can learn more about Cookies at www.allaboutcookies.org.

Security

We use your data (which can include communications) if we think it is necessary for security purposes or to investigate possible fraud or other violations of our policies and procedures or this Privacy Policy and/or attempts to harm our service users, staff, volunteers or visitors.

Support

We use the data (which can include communications) to investigate, respond to and resolve complaints.

Periods for which we store personal information

We will only hold your records during the period of our relationship with you and for a set period afterwards to allow us to meet our legal obligations including resolving any follow up issues between us.

Rights to access and control personal data

For personal data we hold about you:

Change or Correct Data: You can ask us to change or update your data, particularly if it is inaccurate.

Changes to this Privacy Notice

We keep our privacy notice under regular review and will place any updates on our website; you will be notified of any major changes to this policy.

Delete Data: You can ask us to erase or delete all or some of your personal data (e.g. if it is no

longer necessary). We can refuse to erase your personal data where the information is processed for the following reasons:

- to exercise the right of freedom of expression and information;
- to enable functions designed to protect the public to be achieved (e.g. government or regulatory functions);
- to comply with a legal obligation or for the performance of a public interest task or exercise of official authority;
- for public health purposes in the public interest;
- archiving purposes in the public interest, research or statistical purposes;
- the exercise or defence of legal claims.

Object to, or Limit or Restrict Use of Data: You can ask us to stop using all or some of your personal data (e.g. if we have no legal right to keep using it) or to limit our use of it (e.g. If the personal data is inaccurate or unlawfully held).

Right to Access and/or Take Data: You can ask for a copy of your personal data.