



AUTISM & ADHD SUPPORT
for parents/carers of children with
ADHD and/or Autistic Spectrum Disorder

Angels Privacy Policy for Members

We want everyone who comes to Angels for advice and support to understand and feel comfortable about how any information that you share with us will be looked after and used. This Privacy Policy explains the various ways we collect information and how we use and store it.

This is version 1.1 of our Privacy Policy which was issued on 22nd May 2018. This policy may change in the future in which case we will make this clear on our website www.angelssupportgroup.org.uk or contact you about any changes.

Who we are

We are the registered charity Angels Support Group Hitchin (Registration number 1117059)

We are a “data controller” for the purposes of the EU General Data Protection Regulation (GDPR) and also The Data Protection Act 1998. This means that we are responsible for deciding what personal information we need to collect from you, how we store it and how we will use it.

We hope that the information set out in this document will give you a better understanding of what we do with your data but if you have any questions please contact Raine Simcox by

Writing: Angels Support Group, Unit 19, Pixmore Business Centre, Bird’s Hill, Letchworth Garden City, HERTS, SG6 1JG

Calling: 01462 685150

Emailing: raine@angelssupportgroup.org.uk

How we collect information about you

We collect information about you so that we can make sure we support you and your family in the most appropriate way and adapt the services we offer so that they continue to meet the needs of our members.

We collect information in various ways:

- When you join as a member and fill in the registration form
- When you attend one of our support group meetings or your children attend a holiday activity
- When you phone or email Angels to get advice or have a one to one meeting
- When you access the Angels on Facebook page to get advice and support

- When you interact with us through third parties. For example if you make a donation through a third party such as Mydonate or one of the other third parties we work with

Information we collect and why we use it

The personal information we collect about you includes details such as your name, address, phone numbers, email address, donations you have made, support groups and activities that you have accessed.

We mainly use this information to do the following:

- Provide you with regular details of the services that you can access by being a member of Angels
- Provide additional information if you have booked a one to one appointment or a holiday activity
- To keep a record of your membership with Angels and the services you access
- To verify that Gift Aid on donations has only been received where you have completed the Gift Aid declaration
- To conduct regular surveys to make sure that Angels is providing effective support to you and your family

We may also use your personal information to:

- Contact you with details of relevant services in the area that we think may be of interest to you e.g. courses on ASD/ADHD run by other charities or organisations
- Contact you about any fundraising we are doing and how you can help
- Invite you to take part in surveys run by outside agencies which we think would be of interest to you

Sensitive Personal Information

Much of the work we do is supporting you and your family with issues relating to the diagnoses of your children. This means that when you join as a member we collect sensitive information about your children: their names, dates of birth, diagnoses of ADHD/ ASD and other medical information. We also keep a record of information you provide us with when you contact us for advice, either face to face or by phone/email, about specific issues relating to your child and much of this is sensitive too. At Angels we recognise how important it is to keep this information confidential and have clear processes that staff must follow in line with this Privacy Policy.

We will only use this information:

- For the purposes of providing you and your family with advice and support that is relevant to the needs of your family
- For evaluating the services we provide so we can make any improvements required

- We will not pass on your details (or details about your family) without your permission other than in exceptional circumstances. An example of this would be if someone shared with us information relating to the possible neglect or abuse of their children.
- Occasionally we use case studies to share with our funders or to use in an article to raise awareness of the work we do. We will always ask for your explicit consent to do this and we will use substitute names to protect you and your family's identity.

The other type of sensitive personal information that we hold is details about your ethnicity, sexual orientation and religion if you have chosen to give them to us. Again we will be very careful to keep this information confidential and as this is not relevant to the support we provide you with, we only use it to check that our services are open and accessible to everyone.

Legal basis for using your data

In some cases we will only use your personal information where we have your consent. For example; we will only email you, with details of other courses about ADHD/ASD in the local area, if we have your consent to contact you in this way.

There are also other lawful reasons to process personal information and one of these is called "legitimate interests". This allows us to process your data if we can show that the processing is necessary for us to achieve the aims of the charity. Our main aim at Angels is to support you and your family but in order to do that effectively we have to gather and refer to data about you and your family. This data enables us to provide you with effective information and support that is relevant to your particular situation and also provides us with an overview of our members' needs and characteristics so that we can plan services to continue to meet your needs in the future.

Where we are processing data using "legitimate interests" as the legal basis we will always take into account the balance between our needs to provide you with good effective support and you and your family's right to privacy. We will only continue on this basis if we feel that there isn't an imbalance.

Marketing

From time to time we will contact you by email to let you know about our current services, other relevant services which we think you might be interested in and to let you know about any fundraising events or campaigns we are running which you might be able to help with. We will only email you about these if you have given us consent to do this.

If you change your mind and wish to stop (or restart) getting emails from us then please contact Kirsten at info@angelssupportgroup.org.uk

Sharing your information

The personal information we hold about you will mainly be used by our staff (including volunteers) to support you and your family.

We will never sell your information and will only share your information with another organisation if we have your specific consent other than in the circumstances outlined in the next paragraph.

The exceptional circumstances that would lead to us sharing information without your consent would only be cases where we had to report our concerns about the safety of a child or vulnerable adult or we were legally required to provide information.

We do also share information with our funders about how our services have been used and how effective they are but this never includes your name or other individual personal information unless we have asked for your permission to use your information as a case study.

Keeping your information safe

We store most of the information we hold about you electronically on a centralised data management system called Charitylog. This system is provided by a company called Dizons. In terms of data security, Dizons and its sub-contractors, apply high standards of physical and electronic security to ensure that data is not vulnerable to failures of hardware or software. Access to Charitylog is through a two stage log-in process which greatly reduces the risk of any unauthorised access.

Only Angels staff and appropriately supervised volunteers will have access to the system normally however, Dizons support staff may have temporary access to personal data in order to carry out required support tasks such as during a data migration or a remote desktop session to assist with technical support.

We also hold some of the information in paper records which are kept secure in a locked filing cabinet.

Other forms of data that we hold are kept secure using password protection on files and laptops.

The staff at Angels are all trained so that they understand the importance of keeping your personal information secure and confidential and we have procedures in place to ensure the safe processing of your data.

How long we keep your data for

We will keep all the personal information we gather about you until you decide you no longer want to be a member of Angels. At that point we will remove all your contact information and the information we hold about your child and their disabilities and just retain an archived summary of the support you have received from Angels during your membership. We will also keep any supporting documents relating to donations for 6 years after the end of the financial year the donation was made in.

The rights you have in respect of the information we hold and process

Under GDPR you have various rights in respect of the information we hold. These are listed below.

- **Access to your personal information:** You can access a copy of the information we hold about you, along with what information we use, why we use it, who we share it with and how long we keep it for. You can make this request free of charge by putting the request in writing and providing proof of your identity.
- **Right to Object:** If we are processing your personal information on the basis of a legitimate interest then you can object if there is a particular reason why you don't want us to do this.

- **Consent:** If we are relying on your consent to use personal information (for example to send you emails about our services) then you can withdraw consent at any time.
- **Rectification:** You can ask us to change or complete any information about you if it is inaccurate or incomplete.
- **Erasure:** You can ask us to delete your personal information where it is no longer appropriate for us to hold it.
- **Portability:** You can ask us to provide you with some of the personal information we hold about you in an electronic form so it can be easily transferred.
- **Restriction:** You can ask us to stop processing your data while we are acting on a request from you to delete your data or if you have objected to us processing it.
- **No automated-decision making:** You also have the right to object to automated decision making in certain circumstances. We don't carry out any automated decision making so we won't list the details of this right.

If you want to make any of the above requests, please contact Kirsten Bennet at info@angelssupportgroup.org.uk or by phone on 01462 685150. If you are asking for us to provide you with copies of the data we hold either in paper form or electronically then we will need the request in writing and will need to verify your identity. We will explain the process to you in more detail when you make a request.

If you want to make a complaint about our use of your data then please contact Raine Simcox using the contact details in the "Who are we" section at the start of this policy. You can also make a complaint to The UK data protection supervisory authority which is The Information Commissioner's Office, www.ico.org.uk

If you want to discuss any of the contents of this policy or have any concerns about how we look after and process your personal information then please contact Raine Simcox using the contact details in the "Who are we" section of the policy.