

# Community Lives Consortium

## Data Protection Privacy Notice (General)

We ask that you read this privacy notice carefully. It explains who we are, how and why we collect, use, store and share personal information, the lawful bases we rely on, your rights, and how to contact us or make a complaint.

### Who we are

Community Lives Consortium collects, uses and is responsible for certain personal information about you. For the purposes of data protection law, Community Lives Consortium is the controller of your personal information. This notice is intended to support compliance with the UK GDPR and the Data Protection Act 2018. If we process personal data in circumstances where EU GDPR also applies, we will do so in accordance with applicable law.

### The personal information we collect and use

#### Information collected by us

Depending on your relationship with us, we may collect and use personal information including your name, postal address, email address, telephone number, vehicle registration details, correspondence and enquiry records, membership details, job or grant application information, website usage information, CCTV images, and information needed to manage visits to our premises or services. We usually collect this information directly from you. In some cases, we may obtain personal information from third parties, including family members or representatives, referrers, commissioners, partner organisations, employers, professional advisers, service providers and publicly available sources, where this is lawful and appropriate. Where we receive personal information indirectly, we will provide any additional privacy information required by Article 14 of the UK GDPR unless an exemption applies.

- Name and contact details, including address, email address and telephone number
- Identification and visit-related details, such as vehicle registration and CCTV images where used
- Membership, enquiry, application and communication records
- Website and system usage information where you interact with our online services
- Information relevant to services, support, safeguarding, recruitment or funding applications, where applicable

### How and why we use your personal information

Under Article 6 of the UK GDPR, we must identify a valid lawful basis before we process personal information. The lawful basis we rely on depends on the purpose of the processing and our relationship with the individual concerned. We identify the lawful basis at the outset and record it as part of our accountability obligations.

- Article 6(1)(c): processing necessary for compliance with a legal obligation

- Article 6(1)(b): processing necessary for the performance of a contract, or in order to take steps at your request before entering into a contract
- Article 6(1)(f): processing necessary for our legitimate interests or those of a third party, except where those interests are overridden by your interests or fundamental rights and freedoms
- Article 6(1)(a): processing based on your consent, where consent is the appropriate basis
- Article 6(1)(d): processing necessary to protect someone’s vital interests, where relevant

Where we rely on legitimate interests, we consider whether the processing is necessary for a legitimate purpose and whether that purpose is outweighed by the individual's interests, rights or freedoms. We keep this assessment under review where appropriate.

## What we use your personal information for

We may use your personal information for the following purposes:-

- responding to enquiries and communications, usually on the basis of legitimate interests or, where applicable, steps prior to entering into a contract
- administering memberships, applications, grants, recruitment processes and related requests, usually on the basis of contract, steps prior to contract, legitimate interests and, where applicable, legal obligation
- delivering, administering, reviewing and improving services and support, usually on the basis of contract, legitimate interests, legal obligation, vital interests or another applicable basis depending on the context
- managing visits to our premises, health and safety measures and security systems such as CCTV, usually on the basis of legitimate interests and legal obligation
- maintaining records and carrying out governance, audit, finance, risk management, training and quality assurance activities, usually on the basis of legitimate interests and legal obligation
- complying with legal, regulatory, safeguarding and reporting obligations, on the basis of legal obligation and, where relevant, vital interests
- sending service-related communications, on the basis of contract, legal obligation or legitimate interests as appropriate
- sending fundraising, campaign or promotional communications where permitted by law, on the basis of consent, legitimate interests or another valid basis as applicable, subject to the Privacy and Electronic Communications Regulations where relevant

We do not rely on one lawful basis for all processing. The lawful basis may differ according to the category of data, the individual concerned and the specific activity being carried out. If our purpose for processing changes materially, we will consider whether a new lawful basis is required and will update our privacy information where necessary.

## Who we share your personal information with

We may share personal data with trusted third parties, including service providers and partner organisations, where this is necessary for our services, operations, legal obligations or legitimate interests.

## Who we share your personal data with—in more detail

The table below gives examples of key service providers that may process personal data on our behalf, together with the types of personal data they may handle. The exact information shared will depend on the service being provided and the individual’s relationship with us.

Recipient	Processing operation (use) by recipient	Relevant categories of personal data transferred to recipient
Microsoft 365 Microsoft services used for email, document storage, collaboration and administration.	Hosting and processing emails, documents and related business records, and supporting day-to-day communication, collaboration and administration.	Contact details, correspondence, documents, case or service records, staff records, and other personal data contained in emails, files and related systems.
Sona Technologies Ltd Rostering and workforce management system.	Managing rotas, visits, workforce administration, training records and related operational processes.	Contact details, employment and contract information, visit and rota information, training records, and limited location or check-in information where used.
Wagestream Financial wellbeing and salary-linked benefits service.	Providing salary-linked financial wellbeing services and related administration where an individual chooses to use those services.	Employee contact details, payroll or employment information, bank details, and other information needed to provide the relevant service.
Log my Care Care management system.	Managing care records, care plans, daily notes, medication records, risk assessments, goals and other information needed to support service delivery.	Contact details, care plans, daily records, medication records, risk assessments, goals, health or care-related information, and other personal data relevant to the support provided.
Birdie Care Services Limited Care management and care delivery support system.	Supporting care planning, care delivery, monitoring, record keeping and related service administration.	Contact details, care plans, daily care records, health or care-related information, risk information, medication information where relevant, and other personal data needed to provide and manage support.

## Who we share your personal data with—further information

If you would like more information about who we share personal data with, why we share it, or the safeguards we use when third parties process personal data on our behalf, please contact us using the details set out below.

## Whether information has to be provided by you, and if so why

In some cases, you are required to provide personal information because it is necessary for us to enter into or perform a contract, provide services or support, manage visits, process an application,

meet safeguarding duties, or comply with a legal or regulatory obligation. If you do not provide information which is required, we may be unable to provide the relevant service, consider your application, admit you to certain premises, or otherwise deal with your request.

## How long your personal information will be kept

We retain personal information for no longer than is necessary for the purpose for which it was collected, taking into account legal and regulatory requirements, safeguarding considerations, limitation periods for legal claims, accounting and reporting obligations, and operational needs.

Retention periods vary depending on the type of information and the reason we hold it. In appropriate cases, we apply retention schedules and internal record management rules. We may keep information for longer where this is necessary to establish, exercise or defend legal claims, to meet safeguarding or regulatory expectations, or to comply with law.

If you would like more information about the retention periods that apply to particular categories of personal data, please contact us using the details set out below.

## Reasons we can collect and use your personal information

For transparency, the main lawful bases we are likely to rely on are set out above. Where we rely on Article 6(1)(f) legitimate interests, those interests typically include administering and improving our organisation and services, maintaining security, managing records, preventing misuse of our systems and premises, and communicating appropriately with individuals connected with our work.

- providing and administering services, support, memberships, visits, applications and related records
- meeting legal, safeguarding, regulatory, employment, health and safety and reporting obligations
- managing governance, finance, audit, insurance, training, complaints, investigations and quality assurance
- maintaining the security of people, premises, devices, systems and information
- communicating with individuals about our services, activities and, where lawful, fundraising or promotional matters

## Special category data

Some of the information we process may be special category data, such as health or care-related information. In those cases, we identify both an Article 6 lawful basis and an Article 9 condition before processing begins. Depending on the circumstances, the Article 9 condition may include explicit consent, employment, social security and social protection, health or social care purposes, vital interests, or a substantial public interest condition. Where UK law requires additional safeguards, including a Schedule 1 condition and an appropriate policy document under the Data Protection Act 2018, we will put those measures in place. If we process personal data relating to criminal convictions or offences, we will do so only where UK law permits and with the safeguards required by the Data Protection Act 2018.

## International transfers

We and some of our service providers, including providers of email, document storage, care management, rostering and related administrative systems, may process personal data outside the United Kingdom and, where relevant, outside the EEA. Where this happens, we will ensure that any transfer is made in accordance with applicable data protection law.

Further information about key service providers that may process personal data on our behalf is set out in the section “Who we share your personal data with—in more detail”.

Where required, we will put appropriate safeguards in place for international transfers. These safeguards may include an adequacy regulation, the UK International Data Transfer Agreement, the UK Addendum to the EU Standard Contractual Clauses, or another lawful transfer mechanism recognised under applicable data protection law.

Where required, we will assess the transfer and implement supplementary measures where appropriate to help ensure that personal data continues to receive a level of protection consistent with applicable law.

If you would like more information about international transfers or the safeguards used by our providers, please contact our Data Protection Officer using the details set out below.

## Automated decision-making

We do not ordinarily expect to make decisions about individuals based solely on automated processing that produce legal effects, or similarly significant effects, without human involvement. If this changes, we will update this notice and provide any further information required by law.

### • Your rights

- Under the UK GDPR and the Data Protection Act 2018, you have a number of important rights. These rights are not absolute and may apply only in certain circumstances.
- the right to be informed about how your personal information is used
- the right of access to your personal information
- the right to have inaccurate personal information corrected
- the right to request erasure in certain circumstances
- the right to request restriction of processing in certain circumstances
- the right to object, in certain circumstances, to processing based on legitimate interests
- the right to object at any time to processing for direct marketing
- the right to data portability in certain circumstances
- rights in relation to solely automated decision-making, where applicable
- the right to withdraw consent at any time where we rely on consent
- the right to complain to the Information Commissioner's Office
- For more information about these rights and when they apply, please refer to guidance published by the Information Commissioner's Office.
- If you would like to exercise any of your rights, please contact us using the details below.
- please provide enough information for us to identify you and understand your request
- we may ask for proof of identity where this is necessary
- if you no longer want to receive marketing emails from us, you can use the unsubscribe option in the message or contact us directly
- Where we send electronic direct marketing, we will do so in accordance with applicable data protection law and the Privacy and Electronic Communications Regulations. Where consent is required, we will rely on consent. Where consent is not required and another lawful basis

is available, we will identify and document that basis. If Community Lives Consortium is a charity for the relevant legal purpose and the conditions are met, we may also rely on any applicable charitable soft opt-in permitted by law.

## Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

We maintain appropriate organisational and technical security measures, including Cyber Essentials certification.

## How to complain

If you have any concern about our use of your personal information, we would ask that you raise it with our Data Protection Officer in the first instance, using the contact details set out below.

You also have the right to lodge a complaint with the Information Commissioner's Office, which is the UK supervisory authority for data protection matters. Further information is available on the Information Commissioner's Office website or by telephone on 0303 123 1113.

## Changes to this privacy notice

This privacy notice was originally published in May 2018 and has been reviewed and updated to reflect current UK data protection requirements.

We may update this privacy notice from time to time. The most current version will be made available through our usual channels, including our website where appropriate.

## How to contact us

If you have any questions about this privacy notice or about how we use your personal information, please contact our Data Protection Officer using the details set out below.

Our Data Protection Officer is Pauline Mainwaring. She may be contacted by email at [p.mainwaring@infinitelaw.co.uk](mailto:p.mainwaring@infinitelaw.co.uk), by telephone on 01558 610910, or by post at FAO Pauline Mainwaring, Infinite Law, Crescent Road, Llandeilo, SA19 6HN.

## Do you need extra help?

If you require this notice in another format, for example audio, large print or braille, please contact us using the details set out above.