

# South Petherton Community Support Team (SPCST) Privacy Policy

Date: 20<sup>th</sup> March 2020

## **Our contact details**

Name: SPCST

Address: 1 Moor Villas

Phone Number: 07730 496134

E-mail: [help@pethertonsupport.co.uk](mailto:help@pethertonsupport.co.uk)

## **The type of personal information we collect**

We currently collect and process the following information, depending on which information you supply:

- Name
- Address
- Telephone Numbers
- Email address
- Pharmacy Location
- Date Prescription Due
- Allergy Information
- Food Orders
- Any comments add in note fields

## **How we get your personal information and why we collect it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To provide you with volunteer support, a food delivery or a medication delivery.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Information may be provided from outside agencies in an emergency situation OR from them if you have agreed for them to share the information OR we may be provided information from members of the public if they are concerned for your welfare.

We use the information that you have given us in order to provide support, food shopping, wellbeing calls or medication delivery.

We may share this information with emergency services or other key agencies if we have any concerns about your welfare or that of other people

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [info@pethertonsupport.co.uk](mailto:info@pethertonsupport.co.uk)**

**(b) We have a vital interest.**

**(c) We need it to perform a public task.**

**(d) We have a legitimate interest.**

## **How we store your personal information**

Your information is securely stored on Trello.com. In the instances that it is stored temporarily on paper (such as to collect prescriptions) it will be destroyed securely.

We keep your information for as long as you are actively requiring assistance. We will then retain it for a further 6 months in case you require our support again or you require information of the support you received. We will then dispose this information by deleting your records from the system. You can request that information is removed at any time using the email address above.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us [help@pethertonsupport.co.uk](mailto:help@pethertonsupport.co.uk) or 1 Moor Villas, South Petherton, Somerset, TA13 5DN if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [help@pethertonsupport.co.uk](mailto:help@pethertonsupport.co.uk) or 1 Moor Villas, South Petherton, Somerset, TA13 5DN.

if you wish to make a request. You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>