

## **MERTON MENCAP PRIVACY POLICY**

Merton Mencap is a charity registered in England and Wales (reg. number 1113444) and company limited by guarantee (company number 5692213).

### **OVERVIEW**

Maintaining the security of your data is a priority at Merton Mencap and we are committed to respecting your privacy rights. We pledge to handle your data fairly and legally at all times. Merton Mencap is also dedicated to being transparent about what data we collect about you and how we use it.

This policy provides you with information about:

- how we use your data;
- what personal data we collect;
- how we ensure your privacy is maintained; and
- your legal rights relating to your personal data

### **HOW WE USE YOUR DATA**

#### **General**

Merton Mencap (and companies acting on our behalf with whom we will have a specific data protection contract) uses your personal data:

- to provide services;
- to employ you;
- welcome you as a volunteer;
- to make a tailored website available;
- to verify your identity;
- for crime and fraud prevention, detection and related purposes;
- to contact you about services and information which we think may interest you;
- for evaluation and consultation purposes - to better understand your needs;
- to enable Merton Mencap to manage interactions with you; and
- where we have a legal right or duty to use or disclose your information (for example in relation to an investigation by a public authority or in a legal dispute).

#### **Sharing data with third parties**

#### **Our service providers and suppliers**

In order to deliver services to you or any other reason above, we may need to share your personal data with some of our service partners. These include IT support for Merton Mencap systems, taxi and specialist transport providers, pension/payroll providers, our HR and Finance Consultants, the Disclosure and Barring Service via Royal Mencap, and confidential waste disposal companies.

Merton Mencap only allows its service providers to handle your personal data when we have confirmed that they apply appropriate data protection and security controls. We also impose contractual obligations on service providers relating to data protection and security, which mean they can only use your data to provide services to Merton Mencap and to you, and for no other purposes.

### **Other third parties**

Aside from our service providers, Merton Mencap will not disclose your personal data to any third party, except as set out below. We will never sell or rent our data to other organisations for marketing purposes.

We may share your data with:

- governmental bodies, regulators, law enforcement agencies, courts/tribunals and insurers where we are required to do so: -
- to comply with our legal obligations, such as with a Local Authority during a safeguarding investigation;
- to exercise our legal rights (for example in court cases);
- for the prevention, detection, investigation of crime or prosecution of offenders; and
- for the protection of our employees and customers.

### **How long do we keep your data?**

We will not retain your data for longer than necessary for the purposes set out in this Policy. Different retention periods apply for different types of data.

### **WHAT PERSONAL DATA DO WE COLLECT?**

Merton Mencap may collect the following information about you:

- your name, age/date of birth, ethnic background, and gender;
- your contact details: postal address, telephone numbers (including mobile numbers) and e-mail address, emergency contacts;
- your permission for photo/video;
- your interests, preferences, views, feedback and survey/evaluation responses;
- your correspondence and communications with Merton Mencap; and
- other publicly available personal data, including any which you have shared via a public platform (such as a Twitter feed or public Facebook page)
- for service users, we maintain care planning information and risk assessment information, where appropriate
- For staff and volunteers, application details, bank details, preferences such as pension scheme opt-out

Other information that may be appropriate or necessary in order for Merton Mencap to deliver safe and reliable, high-quality services in accordance with our Memorandum and Articles of Association or as per the requirements of our funders.

### **Our controls**

Merton Mencap is committed to keeping your personal data safe and secure.

Our security measures include: -

- Processes and procedures for the protection of data held in all formats, such as office security measures, systems security measures, remote access protocol
- encryption of data;
- regular security assessments of all service providers who may handle your personal data;

- security controls which protect the entire Merton Mencap IT infrastructure from external attack and unauthorised access; and
- internal policies setting out our data security approach and training for employees.

## **YOUR RIGHTS**

You have the following rights:

- the right to ask for a copy of personal data that we hold about you (the right of access);
- the right (in certain circumstances) to request that we delete personal data held about you;
- the right to ask us to update and correct any out-of-date or incorrect personal data that we hold about you (the right of rectification);
- the right (in certain circumstances) to ask us to supply you with some of the personal data we hold about you in a structured machine-readable format and/or to provide a copy of the data in such a format to another organisation (the right to data portability)

If you wish to exercise any of the above rights, please contact us using the contact details set out below.

## **LEGAL BASIS FOR MERTON MENCAP PROCESSING CUSTOMER PERSONAL DATA**

### **General**

Merton Mencap collects and uses personal data because it is necessary for:

- the pursuit of our legitimate interests (as set out below);
- the purposes of delivering services, employing staff, or recruiting volunteers;
- or
- complying with our legal obligations.

In general, we only rely on consent as a legal basis for processing personal data in relation to taking photos and video. Services users and staff have the right to withdraw or change consent for this at any time. Where consent is the only legal basis for processing, we will cease to process data after consent is withdrawn.

Merton Mencap processes special category data, such as medical information, on the basis that this is necessary in the course of our legitimate activities as a not-for-profit organisation and that we have appropriate safeguards in place. We need to process this data in order to deliver safe and reliable services, including services for children and young people. Our processing relates solely to persons who have regular contact with us and no personal data, including special category personal data, is disclosed outside Merton Mencap without the prior consent of the data subject.

### **Our legitimate interests**

The basis for processing data is that it is necessary for the legitimate interests of Merton Mencap including:

- providing services;
- protecting service users, employees and other individuals and maintaining their safety, health and welfare;
- promoting our services;
- evaluating and gathering feedback to understand views, activities, preferences, and needs;
- improving existing services and developing new services;
- complying with our legal and regulatory obligations;
- preventing, investigating and detecting crime, fraud or anti-social behaviour and prosecuting offenders, including working with law enforcement agencies;
- handling queries, complaints or disputes;
- managing insurance claims;
- protecting Merton Mencap and its service users and staff by taking appropriate legal action against third parties who have committed criminal acts or are in breach of legal obligations to Merton Mencap;
- effectively handling any legal claims or regulatory enforcement actions taken against Merton Mencap; and
- fulfilling our duties to our services users, staff and other stakeholders

### **COOKIES**

Our websites use cookies to collect information. This includes information about browsing behaviour by people who access our website. This includes information about pages viewed, and the user journey around our website. For further information, please see our website.

### **WHO IS RESPONSIBLE?**

The contact for data processing questions and information, and to request access to your own personal data (Subject Access Request) is our Office Manager:

(contact details).

The contact for making a complaint about our use of you data or if you wish to report a data breach, is our Chief Executive:

(contact details)

The contact for comments or complaints about the way in which Merton Mencap protects our data or handles data generally, including special category data (sensitive personal data), please contact the Trustee responsible for data protection including GDPR:

(contact details).

### **UPDATES**

This policy was last updated in May 2018

## CONTACT

We can be contacted at:

Merton Mencap  
Wilson Hospital  
Cranmer Road  
Mitcham  
CR4 4TP

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