



Privacy Notice

At Positive Help we get, keep and process data relating to you. Where we provide services to people connected to you, we may get, keep and process data relating to them.

We may get data direct from you, or from somebody else (for example a medical facility or an ex-employer). In reality, this is where we get most of the data that we hold.

We have to hold the minimum amount of data that is reasonable and, actually, for most people we do not hold very much data.

We get, keep and process this data because the processing is necessary for our legitimate interests, such as providing a service, or the legitimate interests of a third party. We do this unless there is a good reason to protect the individual's personal data, which overrides those legitimate interests.

In relation to our getting, keeping and processing data, please note the following:

- We are Positive Help. If you want to contact us about any of this, please contact the Manager at 139 George Street, Edinburgh, EH2 4JY, or by telephone on 0131 225 4766.
- In relation to service users, data can include contact information, date of birth, health information, and details of other professionals working with you. We may also keep data relating to feedback from you, volunteers and others involved in the services.
- In relation to non-service users, data can include contact information, date of birth, health information, employment/work information and financial information (e.g. where your salary is paid).
- In relation to service users, data is shared with members of the Positive Help team where reasonably we need to do so. Data is shared with volunteers involved in providing services to you and/or people related to you. Data may be shared with other professionals such as health professionals. Data with names deleted is shared with the Board of Directors (but names would be shared in the case of a complaint lodged by you). In an emergency, we may need to share data with other parties.
- In relation to non-service users, data is shared with members of the Positive Help team and Board where reasonably we need to do so. In an emergency, we may need to share data with other parties.
- We do not send data outside of the EU.
- We store your data securely and respect your confidentiality. After your connection with Positive Help is broken, we are allowed to keep your data only as long as is necessary. For us, this means usually for up to three further years, but can be longer where there is a legal requirement to do so.



- You have certain rights in relation to the data.

You can ask to see what data we hold – a ‘data subject access request’. If you make a data subject access request, if allowed, we may charge you a reasonable amount for this (ask at the time please what the current level of charge is).

You can ask us to change or erase data where reasonably the data should be changed/erased.

You can ask us to restrict our use of the data.

You can ask us to send data to other people.

You can ask us to stop using data.

- The EU General Data Protection Regulation (GDPR) gives you specific rights, which can be found here: <https://ico.org.uk/for-the-public/>
- You have a right to lodge a complaint with the Information Commissioner’s Office (ICO) should you feel the need to do this.
- We do not use any automated decision-making, engage in profiling, or use / pass on your information for marketing / commercial purposes.

If we amend this notice, we shall take the required steps to let you know about the changes.

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