



Live free

the learning disability charity

Privacy Notice for Next of Kin, families and carers of people we support

Looking after your personal information

A law called 'General Data Protection Regulation', now known as the UK GDPR came into place on 25th May 2018. This law means that Brandon needs to let you know how we use your personal information.

This letter is to tell you:

- the personal information about you that we store
- how we use and share your personal data
- how we keep your personal data safe
- what the law says you can ask Brandon to do with your personal data

What is personal information?

Personal data is any information that can be used to identify you. For example, your name and home address are personal data about who you are and where you live.

What personal data about you do we store?

Examples of your personal data that we store are your:

- Name
- Phone number
- Address
- Email
- Medical history, if relevant to the health care needs of the person we support

How we use and share your personal data

The main data we store about you is your contact details. We hold this data because you are the next of kin for a person we support, and so sometimes we need to contact you. We will only use your data to contact you in the ways you have previously agreed with us.

If there is an identified risk to your next of kin, we may share your data with the appropriate professionals. Brandon may also share your information with the emergency services or people from government who make sure Brandon is supporting people safely, or any other organisations we may have to share your information with for legal reasons.

How we keep your personal data safe

Olympus House, Britannia Road, Patchway, Bristol BS34 5TA
Telephone: 0117 907 7200 Fax: 0117 969 9000 Minicom: 0117 931 5000

Registered Charity No. 801571 Registered Office: Olympus House, Britannia Road, Bristol BS34 5TA
Company Registered in England (limited by guarantee) No: 2365487 VAT Registered No.108262925



- We store your information on computers and on paper.
- o If it is on paper we protect it by keeping it locked away safe unless we need it.
- o If it is on a computer it is protected by our security measures.
- Only those people that need to see it can.

We will store your data for up to 8 years after your family member stops being supported by Brandon if they are adults, and up to their 26th birthday if we stop providing support when someone is a child. This is in line with the Records Management Code of Practice for Health and Social Care 2016.

What the law says you can ask Brandon

You have the right to:

- ask Brandon for details of how we use your personal data
- look at your personal data that Brandon keeps
- ask us to update any incorrect information
- ask us to stop using your personal data

Who do you contact to find out more?

If you want to find out more, speak with your local Brandon staff team who will be able to guide you. Alternatively, you can contact us by email info@brandontrust.org or by letter:

C/O Data Protection Officer
 Brandon Trust,
 Britannia Road,
 Patchway
 Bristol, BS34 5TA

If you are very unhappy about how Brandon uses your personal information you can contact the Information Commissioner's Office. You can tell them you are unhappy using their website <https://ico.org.uk/make-a-complaint/> or by writing to them:

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

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