



Community Services Privacy Notice

In order to meet the General Data Protection Regulations and the Data Protection Act, we are lawfully processing the information we collect about you and your family on the basis of **'legitimate' interests**.

The legitimate interests pursued by us, or third parties, are as follows:

- To identify you and /or your family support needs
- To identify ways to meet you and/or your family's needs.
- To provide information for the funding authority about the performance of our service (where applicable)

For some activities we collect and process 'special category' data. Here we have identified the additional lawful basis of the collation and processing of that data as being that you have given **explicit consent**.

The categories of information that we collect includes:

- Personal information: such as your and /or your child's name, contact details, date of birth, gender, ethnicity, sexuality, religion, diagnosis and GP.
- Information given by you when seeking advice and support for you and /or your family.
- Information given by you when you (or your child) apply to access some of our services: such as information about support needs in relation to medical needs, daily living skills, mental health and wellbeing, religious and cultural needs, sensory and autism specific needs, communication, any areas of identified risks and the outcomes you hope to achieve by accessing our services.

How we will use your information?

Autism West Midlands takes your privacy seriously. The information you provide when accessing our service will be used to identify your family's needs and the support you may require. We will use the categories of information listed above in the following ways.

- Personal information – will be collected when attending events such as workshops, support groups, family activities or our Befriending service. This information will be used for the management of the event/service, ensure eligibility for the service, ensure the appropriate support is provided, and to provide anonymised data required by our funders. We will keep this information for the duration of the funding contract. If no funding contract is in place we will keep this information for the duration of the event/activity.
- Information given by you when seeking advice and support. We will keep your information for the duration of the support. Once the support is concluded we will keep this information for a period of one year or for the duration of the funding contract or 3 months for information provided to our helpline.
- Where you are not eligible to access our services or you do not attend your information will be immediately destroyed.

Keeping your information safe

We record your information in paper files and electronic format. It is stored securely in locked cabinets (paper files) and on secure online servers (electronic records). Only members of the Community Services Department have access to these records.

Who will your information be shared with?

Your information will be treated as confidential. Within Autism West Midlands it may be shared with other departments if it was felt necessary to help deliver the service. It will not be shared externally without your consent unless we are required by law or we consider that you, or a member of your family are at risk of harming yourself or others.

Requesting access to your personal data

Under data protection legislation you have the right to request access to information about you that we hold. If you would like a copy of the records we hold on you and your family you can request this by contacting:

Community Services
Autism West Midlands
Kings Norton Business Centre
Imperial Court
Sovereign Road
Kings Norton B30 3ES
info@autismwestmidlands.org.uk
0121 450 7582

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>.

You can also find out details about any other rights you may have in respect of the information we have collected by contacting the Information Commissioner's office directly