



BASINGSTOKE NEIGHBOUR CARE

PRIVACY NOTICE

This privacy notice explains how Basingstoke NeighbourCare intends to process the personal information of its clients and volunteers, in addition to outlining the rights of these individuals in relation to how we hold their personal information.

1. Your personal information – what is it?

Personal information (personal data) is anything that can identify an individual. The processing of personal information is governed by the General Data Protection Regulation (the “GDPR”).

2. Who are we?

Basingstoke NeighbourCare is part of the Good Neighbours Network that comprises over 120 Good Neighbours groups across Hampshire. We support people who need help in their local community. Basingstoke NeighbourCare is the data controller with responsibility for processing this personal information.

3. How do we process your personal information?

Basingstoke NeighbourCare complies with its obligations under the “GDPR” by keeping your personal information up to date; by storing and destroying it securely either on paper or online; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that processes are in place to protect your personal information.

4. What is the legitimate interest (lawful basis) for processing your personal information?

Basingstoke NeighbourCare processes your personal information so that we can help you with the offered activity.

5. Sharing your personal information

Your personal information will be treated as confidential by us and will only be shared with our members, so that we can undertake our activities in the community. There may be instances where we share your personal details with a voluntary organisation or public authority for referral or signposting purposes, or if there is a safeguarding issue. We will only share your personal information with third parties outside of our organisation with your permission.



6. How long do we keep your personal information

Basingstoke NeighbourCare will keep your personal information only for as long as you are part of our organisation.

7. Your rights and your personal information

Unless subject to an exemption under the GDPR, you have the following right with respect to your personal information:-

- The right to request a copy of your personal data which Basingstoke NeighbourCare holds about you;
- The right to request personal information found to be inaccurate/out of date is corrected;
- The right to request your personal data is erased where it is no longer necessary for us to retain such data;
- The right to withdraw your consent to the processing at any time;
- The right to request that Basingstoke NeighbourCare provides you with your personal information;
- The right, where there is a dispute in relation to the accuracy or processing of your personal information, to request a restriction is placed on further processing;
- The right to object to the processing of personal information (where applicable);
- The right to lodge a complaint with the Information Commissioner's Office (ICO).

8. Contact Details

To exercise your individual rights under GDPR, or to get in touch with us with any queries or complaints, please contact Basingstoke NeighbourCare on 01256 423855.

Alternatively you can contact the ICO on 0303 123 1113