

Date: May 2018

Dear Customer,

Please see information regarding our Privacy Notice below:

The General Data Protection Regulations (GDPR) starts on the 25th May 2018. It replaces the Data Protection Act (1998).

Your privacy is important to us. The information below sets out how we use and protect any information about customers that use our services.

We are required to hold personal information about your next of kin or family members. This is so we can contact them about your care and support in the event of an emergency situation.

Leading Lives holds personal and sensitive information about the people we provide services to. In our services we would use this information to:

- Understand care and support needs
- Provide customers with the right level of care and support
- Work with health, social care and other professionals
- Provide customers with the right information
- Arrange bills and payments for customers
- Know if customers or other people are at risk of abuse, and make a safeguarding referral if needed
- Respond to any questions or enquiries

If we don't have the right information, we may not be able to provide your service. The information we require is important for:

- Meeting our contractual obligations with other organisations
- Operating legally
- Protecting the welfare of our customers

Permission is required to hold and use photographs or videos of you, this can be removed at any time.

We store information safely on our computer IT systems this includes our own computer files. We only keep the information for as long as it is legally necessary.

You can ask to see the data we hold by making a 'Subject Access Request' telling us what you want to see. Please contact your local manager for information on how to make a Subject Access Request.

We work with other organisations to provide your support. This means we need to share some information to make sure your support is right. We have checked with these organisations that the information that has been passed to them is held safely.

We can share information without consent, this is to protect you and if someone is in danger or at risk of harm.

To find out more you can read our privacy policy on our Website:  
<http://www.leadinglives.org.uk/>

Or you can contact your local service

Regards

A handwritten signature in black ink that reads "Claire Maskery". The signature is written in a cursive style with a large, sweeping flourish at the end.

**Claire Maskery**  
Leading Lives Data Protection Co-Ordinator