

Date: May 2018

To

We have your details on file due to being a nominated Family Carer, Next of Kin, Advocate or Emergency Contact for one of our customers.

Please see information regarding our Privacy Notice below:

Privacy Notice

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 that we hold.

Leading Lives holds personal information about the people connected to those we provide services to. Depending on the types of services accessed or used we may use this information to:

- Understand care and support needs of our customers
- 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 fully meet the needs of our customers. The information we require is important to:

- Meet our contractual obligations with other organisations
- Operate legally
- Protect the welfare of our customers

We store information safely in the offices and on our computer IT systems. We only keep the information for as long as it is legally necessary.

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

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

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, appearing to read 'Claire Maskery', with a stylized flourish at the end.

Claire Maskery
Leading Lives Data Protection Co-Ordinator