THE HEALING TRUST

WELCOME TO OUR DATA PRIVACY NOTICE



AIM

The Healing Trust aims to ensure that all data collected about our clients and volunteers is collected, stored and processed in accordance with the UK Data Protection Act with General Data Protection Regulation (GDPR) 2018.

This policy applies to all data, regardless of whether it is in paper or electronic format.



LEGISLATION AND GUIDANCE

This policy meets the requirements of GDPR, and is based on guidance published by the Information Commissioner's Office.



ROLES AND RESPONSIBILITIES

The Board of Trustees has overall responsibility for ensuring that The Healing Trust complies with its obligations. Day-to-day responsibilities rest with Head Office. Head Office will ensure that all staff are aware of their data protection obligations, and oversee any queries related to the storing or processing of personal data.

TERM	DEFINITION
PERSONAL DATA	Data from which a person can be identified, including data that, when combined with other readily available information, leads to a person being identified
SPECIAL CATEGORY DATA	**Data such as:** • Racial or ethnic origin • Political opinions • Religious or philosophical beliefs, or beliefs of a similar nature • Where a person is a member of a trade union • Sex life • Sexual orientation • Genetic data • Biometric data • Whether a person has committed, or is alleged to have committed, an offence • Physical and mental health • This does not include personal data about criminal allegations, proceedings or convictions, as separate rules apply
PROCESSING	Obtaining, recording or holding data
DATA SUBJECT	The person whose personal data is held or processed
DATA CONTROLLER	A person or organisation that determines the purposes for which, and the manner in which, personal data is processed
DATA PROCESSOR	A person, other than an employee of the data controller, who processes the data on behalf of the data controller

DATA PROTECTION & PRINCIPLES

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes ('purpose limitation');
- Adequate, relevant and limited to what is necessary
- Accurate and, where necessary, kept up to date
- Kept in a form which permits identification of data subjects for no longer than is necessary
- Processed in a manner that ensures appropriate security of the personal data

DATA

- Your right of access - You have the right to ask us for copies of your personal information
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. If you wish to make a request;

Please contact us at: **The Healing Trust**
Nene Business Centre, Waterside House, Wellingborough, Northamptonshire, NN9 5QF
Or email: **office@thehealingtrust.org.uk**

PRIVACY/FAIR PROCESSING

We hold personal and special category data about clients and volunteers to fulfil our contractual requirements with our insurance provider.

This data includes, but is not restricted to:

- First Name
- Last Name
- Address
- Contact information
- Consent

We will only retain the data we collect for as long as is necessary to satisfy the purpose for which it has been collected.

We may share data with third parties if we are legally required to do so.

DATA STORAGE AND SECURITY

Paper based records, digital records and portable electronic devices, such as laptops and hard drives that contain personal information, are compliant with GDPR and are regularly assessed by Head Office. Destruction and archiving of Personal Data procedures are also aligned to GDPR.

HOW TO MAKE A COMPLAINT

If you feel that we have mishandled you or your child's Personal and/or Special Category data at any time, you can make a complaint to the Office Manager by emailing **office@thehealinghtrust.org.uk** or phoning **01604 603247**.

For further information on our complaints procedure, please visit;
thehealingtrust.org.uk

Alternatively, you can contact the **Information Commissioner's Office** to make a complaint;

Or contact: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Or visiting: ico.org.uk/make-a-complaint
Or helpline: 0303 123 1113