

Privacy Notice

Who we are

Health and wellbeing services are delivered at the Energise Centre by Big Life Centres, 463 Stretford Road, Manchester M16 9AB. Big Life Centres are part of the Big Life group. We collect personal information about you because we need to know who is using our services and which services might be needed by different groups in the community. This Privacy Notice sets out how we will use your personal data.

The types of personal data we collect and how we collect it

We always collect personal data directly from you, usually by asking you to complete a form. e.g. If you join a group or an activity, you will be asked to complete a form giving your personal data.

The types of data we collect are:

- Personal details: Name, address, telephone number and e-mail address
*We collect this information so that we can let you know about other groups and activities.
By looking at Postcodes, we know how far people travel to the Centre.*
- Details about your lifestyle: e.g. whether or not you are a smoker
We collect this information so that we can provide relevant services
- Employment details: Employed, Unemployed, Retired, Student
We collect this information so that we know who uses the Centre. We can then plan services for particular groups

Sensitive Personal Data

- Health: e.g. whether or not you have a long term condition or you have mental health needs
We collect this information so that we can plan relevant services
- Ethnicity Data: e.g. your Ethnic Origin
We collect this information so that we know who uses the Centre. We can then plan services to reach all members of the community.

Why we collect your personal data and what is our legal basis for doing this

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We collect this data so that we can deliver a safe and effective service in order to fulfil our Contract. The data supports planning and evaluation of our services and reporting to our commissioners.

Who we share your data with

Your information is personal and sensitive, and we use secure processes for collecting and storing your information and preventing unauthorised access.

The Energise Centre Team will be the only people authorised to access information and this will be to ensure that we provide an effective service.

We may need to share your information if:

- There is a serious risk to the safety of others e.g. Children and Vulnerable Adults
- There is a threat to your safety

If information is included in Reports, your name and any other details which could identify you will be removed beforehand.

Our staff follow our Confidentiality and Information Security policies. If any unauthorised person has access to your data, we will inform you and take appropriate action.

How long will we keep your data and why

We will store your information for the duration of our current contract e.g. data will be stored for three years if the contract is a three-year contract. This is because we may need to report on people accessing the service over the period of the contract.

Your rights under Data Protection Law

Under the Data Protection Law, your rights are as follows:

- You have the right to be informed about how we process your data (This is detailed in this Privacy Notice)
- You have the right to request that we correct your data if it's factually inaccurate or incomplete. We are required to respond to requests within one month.
- You have the right to access a copy of the information we keep about you or authorise another person or organisation to be provided with this information – this is known as a Subject Access

Request. We are required to provide this within one month.

- In some circumstances, you have the right to ask us to erase all your personal data (but we may refuse to do this if we can show we have a lawful reason to keep it)
- In some circumstances, you have the right to object to data processing or request that data processing is restricted (but we may refuse to do this if we can show we have a lawful reason to keep it).

If you have a concern about the way we are collecting or using your personal data or want to ask us about any of your rights described above or ask us any other questions about this Privacy Notice, please contact our Data Protection Officer:

Laurence Housden
The Big Life Group HQ
Zion Community
Resource Centre
339 Stretford Road
M15 4ZY
loz.housden@thebiglifegroup.co

If you are not happy with our response, you have the right to complain to the Information Commissioners' Officer. This is the UK's Independent Authority. It has enforcement powers and can investigate complaints and compliance with Data Protection Law. You rights are described in detail on the ICO's website: - <https://ico.org.uk>