



Privacy Notice: May 2018

(1) Who we are

The Big life group delivers children and families, health and wellbeing, and skills and employment services, and promotes these services on its websites.

We collect personal information about you when you fill in the 'Contact Us' form on some of our websites (www.thebiglifegroup.com, www.bigissuenorth.com, www.longsightcp.com, www.unitycommunityprimary.com and www.biglifeschools.com).

We do this to respond to your question or comment in an appropriate and efficient manner. This Privacy Notice sets out how we will use your personal data.

(2) The types of personal data we collect and how we collect it

We always collect personal data directly from you when you fill out a Contact Us form. Please provide no more information than is needed in order for us to respond to you appropriately.

The types of data we collect are:

- **Personal details:** Name and e-mail address, and any additional information you may volunteer. We collect this information so that we can to respond to your question or comment in an appropriate and efficient manner.

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

We collect this information so that we can to respond to your question or comment in an appropriate and efficient manner. The data supports you to access or understand more about our services.

(4) 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.

In almost all cases, only staff of The Big Life group will have access to your data.

Sometimes we will need to share information to people outside The Big Life group, in order for you to receive the most appropriate response.

You will be informed of the nature of the information shared in this way – and to whom – and all professionals with whom we share such information must meet all our conditions for keeping your information confidential and secure

There are other situations when we may need to share your information; situations when:

- There is a serious risk to the health and safety of others (e.g. children and vulnerable adults)
- Information is required to be used in court
- We need to give information to the police to help detect or prevent a serious crime
- We believe there is a threat to your safety

Where possible we will always inform you when we need to share information for the reasons given above. In other situations (e.g. a request from an employer or insurance company) we will not share your information without your written consent.

Information is shared more widely to monitor and evaluate the quality and performance of services; in these circumstances your name and any other details which may identify you will be removed prior to analysis and inclusion in reports.

All our staff and volunteers are required to adhere to our confidentiality and information security policies. If we find out that an unauthorised person has had access to your information we will inform you, and take appropriate action.

(5) How long will we keep your data and why

We will store your information until your comment or query is resolved.

(6) 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:

Nic Seccombe
The Big Life Group HQ
1st Floor
463 Stretford Road
Manchester
M16 9AB

nic.seccombe@selfhelpservices.org.uk

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. Your rights are described in detail on the ICO's website: - <https://ico.org.uk>.