

## Privacy Notice

Natural Ability is committed to protecting individual's privacy and being transparent as to how we use data provide to us. This privacy notice explains how we use any personal data and information that you may supply to us.

### Index

1. About Natural Ability
2. Data collected and how we use it:
  - a. People who use our services.
  - b. People who support us.
  - c. Job applicants.
  - d. Current and former employees, volunteers and trustees.
3. How we keep your data safe
4. Your legal rights
5. Complaints

### 1. About Natural Ability

Natural Ability is a registered charity (No: 113665) and a company limited by guarantee (No: 6959710).

The registered office is:

The Beacon

Beaufront Park,

Anick Road,

Hexham.

Northumberland.

NE46 4TU

### Key GDPR Contacts:

Data Role	Name	Organisational Role	Contact Details

<b>Senior Information Risk Owner</b>	Bruce Howorth	Chair of Trustees	Bruce.howorth@naturalability.org
<b>Data Controller</b>	Nicola Crawford	CEO	Nicola.crawford@naturalability.org
<b>Information Asset Owner – ISL</b>	Fiona Carlile	ISL Services Manager	Fiona.carlile@naturalability.org
<b>Information Asset Owner – Day Services</b>	Louise Northwood	Day Services Manager	Louise.northwood@naturalability.org
<b>Information Asset Owner – Financial Information</b>	Kathy Lowe	Finance Manager	Kathy.lowe@naturalability.org
<b>Information Asset Owner – Human Resources</b>	Michelle Sharman	HR Advisor	Michelle.sharman@naturalability.org

You have the right to complain to the Information Commissioner’s Office (ICO) ([www.ico.org.uk](http://www.ico.org.uk)), but we would appreciate the chance to deal with your concerns first, so please feel free to contact us at any time.

## **2. Data collected and how we use it**

### **2a. People who use our services**

#### **What information do we collect and why?**

Natural Ability holds personal information about you which may include your name, date of birth, address, gender, ethnicity, sexual identity and whether you have a disability. We hold data relating to your health needs including medication, weight and diet information. We also record information about the service that is provided to you including support notes, risk assessments, behaviour plans and communication information. All of this data is required to ensure that the services Natural Ability provide best meet your needs.

Natural Ability processes your data under legitimate interest or public task as we are unable to provide a service to you without using your personal information. Under the

GDPR and Data Protection Bill this gives us a legal reason to process and retain your data.

### **Who do we share information with?**

Your data is shared within Natural Ability with only those who need to see it in order to provide your service. Dependent on our funding requirements, we may need to share data with the organisation that pays for your service. As our work is regulated we may need to share information with the Care Quality Commission during times of inspection. We may be required to share your data with other agencies for legal reasons, for example if we receive a court order. If Natural Ability believes you are at risk of harm or may harm someone else, we may also need to share your information with relevant agencies.

We may ask your consent to use your data to inform the public about our work. If this is the case, we will explain to you exactly what your data will be used for.

### **How long do we keep your data?**

Natural Ability will keep your data for a specified period of time after we have finished working with you. This period of time will be a minimum of 6 years but may extend to more for certain types of work, or work that may be paid for in which the funder requires the data to be held for longer. If this is the case, you will be informed as to how long we are required to keep your data.

Natural Ability may be required to transfer your data to the local authority who have commissioned us to provide your services, or to another organisation providing you with a service. You will be informed if this situation occurs.

### **How to access your data?**

You can request a copy of the information that Natural Ability holds about you by completing a subject access form.

## **2b. People who support us**

### **What information do we collect and why?**

Natural Ability may obtain personal information from you when you enquire about our services, send or receive an email or make a donation. The personal data we collect may include name, address, email address, telephone numbers, date of birth and bank account details (for setting up regular direct debit or payment information). We may use your personal data for:

- Dealing with enquiries.
- Providing you with information about our services, activities and events.
- Dealing with complaints.
- Claiming Gift Aid.
- Fundraising and marketing.

If you make a donation to Natural Ability either online or over the phone using a credit or debit card, following the transaction the card details will be destroyed and not stored in any way. Natural Ability may ask your permission to claim Gift Aid; in this case we would require your name and address.

Natural Ability may communicate with you to tell you about our work and the difference your support is making to people with learning difficulties. We will only communicate with you in the way you have consented to; and you can change your mind at any time.

If you have provided your email address and consent for Natural Ability to use it, we may contact you for marketing purposes. If you have provided us with your postal address or telephone number, Natural Ability may send you direct mail or telephone you about its work.

### **You have a choice**

You have a choice as to whether you want to receive information about Natural Ability. If you do not want Natural Ability to use your personal information in this way, please indicate this on any forms when we collect your data. You can also opt out by calling our Head Office on 01434 618149 or emailing [info@naturalability.org](mailto:info@naturalability.org).

## **2c. Job applicants**

### **What information do we collect and why?**

Natural Ability collects and processes personal data as part of the recruitment process. If you apply for a role your data will only be used to process your application and monitor recruitment statistics.

We collect information including:

- Name, address and contact details.
- Details of qualifications.
- Employment history.

- Whether we are required to make reasonable adjustments during the recruitment process as you have a disability.
- Information regarding your right to work in the UK
- Equality monitoring information – we only collect this information with your consent.

Natural Ability will collect information about you from third parties such as references from previous employers. Your personal information will be stored securely in several places: our recruitment and selection system, our HR management system and other IT systems.

Natural Ability requires this data in order to enter into a working agreement with you and to ensure that we are complying with our legal and regulatory obligations. Natural Ability has a legitimate interest in processing your personal data during the recruitment process and for keeping records of the process. The data allows Natural Ability to assess and confirm suitability for the role and my enable us to respond and defend against legal claims. Due to Natural Ability working with vulnerable people we are obliged to seek information about criminal convictions and offences.

Natural Ability will not use this personal information for any other purposes.

### **How long do we keep your data?**

Natural Ability will hold personal information of unsuccessful candidates for one year after the recruitment exercise has been completed, after this the information will be destroyed. Natural Ability retains de-personalised statistical information about applicants but no individuals are identifiable from that data.

If your application is successful, personal data gathered during the recruitment process will be transferred to your personnel file.

### **Who has access to your data?**

Your information will be shared internally for the purposes of the recruitment exercise, this includes members of the management team and those involved in the recruitment process. As part of the recruitment process Natural Ability may need to share your data with third parties in order to conduct and necessary background checks and vetting processes. This includes contacting previous employers / referees and the Disclosure and Barring Service.

## **2d. Current and former employees, volunteers and trustees**

## **What information do we collect and why?**

Natural Ability collects and processes personal data relating to its staff and volunteers in order to manage that work relationship.

We collect information including:

- Name, address and contact details.
- Equality monitoring information
- Terms and conditions of work.
- Qualifications, skills, experience and employment history.
- Salary information.
- Bank account and national insurance details.
- Emergency contact details.
- Right to work in the UK information.
- Information relating to criminal records.
- Driving at work information.
- Attendance and sickness information.
- Annual leave and details of other leave such as family leave.
- Disciplinary and grievance information.
- Performance assessments such as supervisions and appraisals.
- Medical and health conditions.

Natural Ability requires your personal data in order to enter into a working relationship with you. Natural Ability has a legitimate interest in processing this personal data as it allows us to:

- Maintain accurate and up to date staff records.
- Keep a record of disciplinary and grievance processes to ensure acceptable conduct within the workplace.
- Keep a record of employee performance.
- Keep a record of absence and absence management procedures.
- Keep a record of other types of leave to allow effective workforce management.
- Provide references on request for current and former employees.
- Respond to and defend against legal claims
- Comply with statutory and regulatory obligations.
- Maintain and promote equality, diversity and inclusion in the workplace.

Your personal data will be stored securely in your personnel file, our HR management systems and other IT systems.

Your information will be shared internally with members of the management team, the finance team, your line manager and any members of staff for who access to the data is necessary to their role.

Natural Ability shares your data with third parties in order to obtain pre-employment references from other employers and to obtain necessary criminal records checks from the Disclosure and Barring Service. Natural Ability may be required to share your personal data for the purposes of TUPE transfers.

### **How long do we keep your data?**

Natural Ability will hold your personal data for the duration of your working relationship with us. After this, due to the nature of the work and in order to meet our safeguarding commitments we may hold some of your data for a period of 40 years, depending on your role.

### **3. How we keep your data safe**

Natural Ability has internal policies, controls, data storage and security measures in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed.

### **4. Your legal rights**

Under the General Data Protection Regulation, you have the following rights:

- a. Right to be informed.
- b. Right of access.
- c. Right to rectification (edit and update).
- d. Right to erasure (deletion).
- e. Right to restrict processing.
- f. Right to data portability.
- g. Right to object.
- h. Rights related to automated decision making including profiling.

If you wish to exercise your rights, please contact us providing as much information as possible. Any changes you have requested may take a month to be implemented.

#### **4a. The right to be informed**

You have the right to be informed about the data Natural Ability hold and share about you.

#### **4b. The right of access**

You have a right to access your personal data. You can make a subject access request in writing using the Annex to this appendix. Once we have received your request we will respond within one month.

#### **4c. The right to rectification**

The accuracy of your personal data is important to Natural Ability. You have the right to have inaccurate personal data rectified.

#### **4d. The right to erasure**

You have the right to request deletion of your personal information. Natural Ability will review this on a case by case basis.

#### **4e. The right to restrict processing**

You have the right to suppress processing of your personal data. Natural Ability may continue to store the data but not further process it.

#### **4f. The right to data portability**

You have the right to get your personal data from Natural Ability in a way that is accessible. You also have the right to ask us to transfer data you have provided to another organisation.

#### **4g. The right to object**

You have the right to object to your personal information being processed for marketing and for research purposes.

#### **4h. The rights related to automated decision making including profiling**

Natural Ability does not process data using automated individual decision making or profiling.

### **5. Complaints**

You have a right to lodge a complaint or seek advice from a supervisory authority. Please contact:

The Office of the Information Commissioner,

Wycliffe House,

Water Lane,



Wilmslow,

Cheshire.

SK9 5AF

Tel: 01625 545745

Website: [www.ico.org.uk](http://www.ico.org.uk)