

Dimensions UK
Privacy Notice- families and friends
How we use the information you provide us about you

Introduction

When we talk with families and friends about how someone wants to be supported discussions sometimes lead to the sharing of personal and family details. This document explains how it is respectfully used and shared.

We, Dimensions (UK) Limited, are the ‘controllers’ of the information which we collect about you and your relative or friend (‘personal information or data’). Being controllers of personal information or data, we are responsible for it, and this notice explains why and how we process it.

Dimensions (UK) Limited is a Charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014, registered with the Financial Conduct Authority (Reg. No. 31192R). It is also a Registered Provider of social housing with the Regulator of Social Housing (Reg. No. 4648) and a not for profit organisation with exempt charitable status.

Registered Addresses:	2nd Floor, Building 1430, Arlington Business Park, Theale, RG7 4SA
Telephone number:	0300 303 9001

Our Data Protection Officer (DPO) can be contacted at dpo@dimensions-uk.org if you have any queries about this notice or anything related to data protection.

Your personal data or information

‘Personal data’ is any information that relates to a living, identifiable person. This data can include your name, contact details, and other information we gather as part of our relationship with you. It can also include ‘special categories’ of data, which is information about a person’s race or ethnic origin, religious, political or other beliefs, physical or mental health, trade union membership, genetic or biometric data, sex life or sexual orientation.

The collection and use of these types of data is subject to strict controls. Similarly, information about criminal convictions and offences is also limited in the way it can be processed.

We are committed to protecting your personal data, whether it is ‘special categories’ or not, and we only process data if we need to for a specific purpose, as explained below.

The categories of information that we collect, hold and share include:

- Personal information (such as your name and contact details)
- Information about personal or family traditions, celebrations or faith (such as a place or worship you like to meet your relative or friend)
- Information about your health and history if it relates to us providing the best possible support and care for your relative/friend (such as whether or not a health condition runs in the family).

Why we collect and use this information

We use the information:

- To communicate with you about your relative's/friend's support
- To check that you are happy with us and your relative's/friend's support.
- To provide the best possible support and/or care for your relative/friend.

At times, we may further process information which we have already collected. We will only do this if the new purpose for processing it further is compatible with the original purpose that the information was collected for. We will tell you about any further processing before carrying it out.

The lawful basis on which we use this information (we use your information to support your friend or relative as best we can)

We collect and use information as it is necessary for the purposes of legitimate interests pursued by Dimensions or a third party, except where such interests are overridden by your interests, rights or freedoms.

And also, with the explicit consent of the data subject, unless reliance on consent is prohibited by EU or Member State law.

Collecting information

The information you provide to us is on a voluntary basis.

Storing information

We hold the data you provide to us for the time your relative/friend is supported by us, after which point the data is deleted in line with our record retention schedule. If your information is archived for a specific period of time, it will be stored securely with a secure destruction date.

Who we share the information with

We share the information with:

- Your relative or friend's Dimensions support team and management to enable them to provide the best possible support to your relative or friend.
- Our internal quality team so they can review and report on the quality and compliance of your relative or friend's service.
- Our internal health and safety team so they can review or investigate any health and safety related incident or issue.
- An internal investigating officer if there is need to investigate an issue relating to your relative's support and/or care.
- Externally, our local authority for contractual purposes.
- Externally, our regulators for compliance purposes.

Why we share the information

We share the information you provide about you in relation to your relative/friend for the purpose of providing the best support to them as possible and to uphold the general principle that families and friends are our full partners.

We will not share the information you provide with anyone apart from those listed above without consent, unless the law and our policies allow us to do so.

Requesting access to your personal data

Under data protection legislation you have the right to request access to information about you that we hold. To make a request for your personal information contact, in the first instance, the manager of your relative's/friend's support team.

You also have the right to:

- object to processing of personal information that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal information, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Withdrawing consent

If we are relying on your consent to process your data, you may withdraw your consent at any time.

Exercising your rights, queries and complaints

For more information on your rights, if you wish to exercise any right or for any queries you may have or if you wish to make a complaint, please contact our Data Protection Officer: dpo@dimensions-uk.org.

Please sign to show you've seen and understood this information

Name:	
Signature:	Date: