

**Name** *R. Smith*

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**Address** *224 West St*

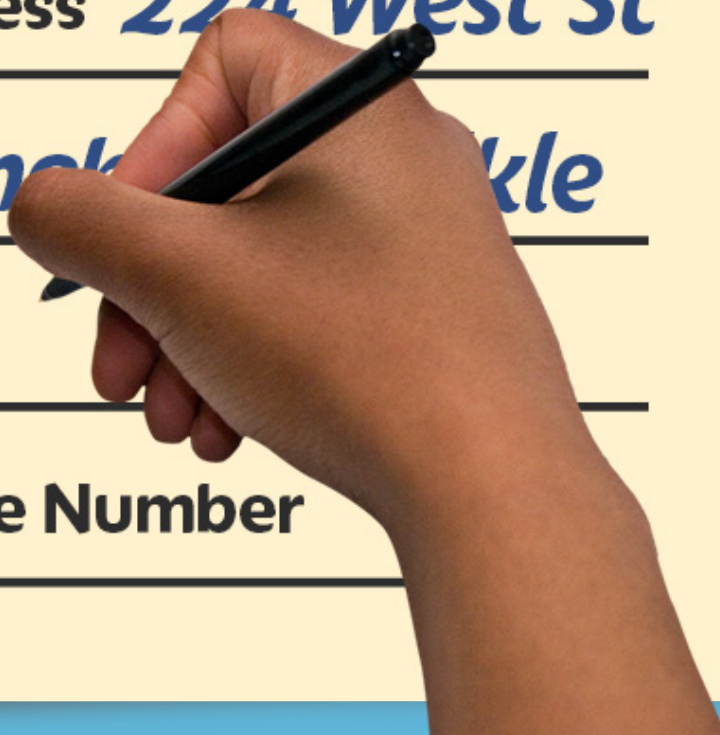
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*Manhattan, New York*

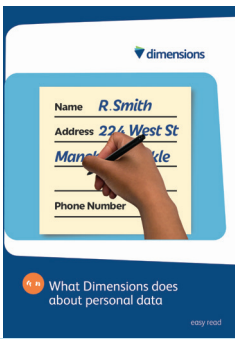
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**Phone Number**

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What we do with the personal data you share with us



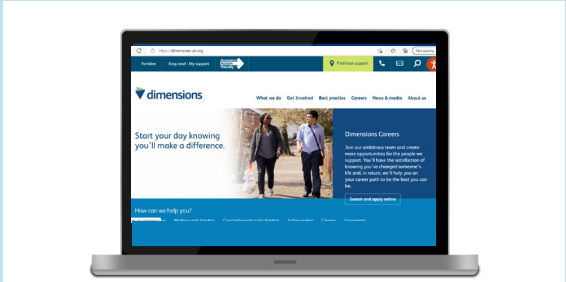
# About this booklet



This booklet tells you all the reasons we have for you sharing your **personal data** with us. **Personal data** is information about a person which can identify them like their name and where they live.



This booklet tells you how we keep your **personal data** safe.



You share your **personal data** with Dimensions Group when you use our website.



You share your **personal data** with Dimensions Group when you use our social media accounts or fill in one of our online surveys.



You share your **personal data** with us if we support you.



You share your **personal data** with us if you are a tenant in one of our houses or flats.



## About our Data Protection Officer

|              |                    |
|--------------|--------------------|
| Name         | <i>R. Smith</i>    |
| Address      | <i>224 West St</i> |
|              | <i>Manchester</i>  |
|              | <i>UK</i>          |
| Phone Number |                    |



Dimensions has a **Data Protection Officer**.

Their job is to make sure we keep your **personal data** safe.



You can ask them any questions you have about this booklet.



Phone: 0300 303 9001



Email: [dpo@dimensions-uk.org](mailto:dpo@dimensions-uk.org)



Write: Dimensions, 2nd Floor, Building 1430,  
Arlington Business Park, Theale, RG7 4SA



If you want to make a complaint you can  
contact the **Data Protection Officer**.



If the **Data Protection Officer** is unable to help  
you can contact the Information Commissioner's  
Office.

Call: 0303 123 1113

Visit: <https://ico.org.uk/make-a-complaint/>





## Changes to information



If this privacy notice changes we will let you know.



If your **personal data** changes please let us know.



## Third-party links



On the Dimensions website we have links that go to the websites of other companies. These are called **Third party links**.



If you click on **Third party links** that company might collect your **personal data**.



Dimensions is not responsible for **personal data** collected by other websites. When you go to a new website please read their privacy notices.



# The **personal data** we collect about you

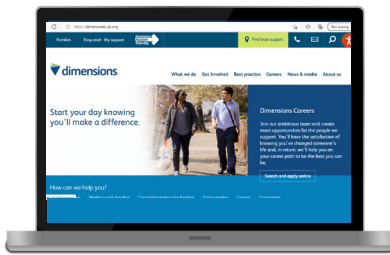


The Dimensions Group has this personal data about you.



## **Identity data.**

This is information about who you are.



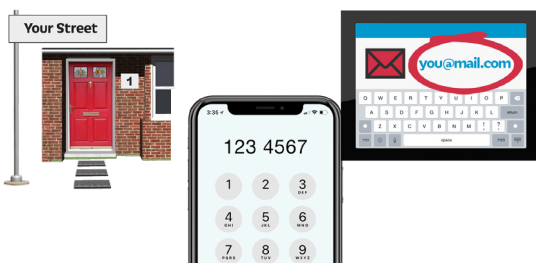
## **Usage data.**

This is information about how you use our website and services.



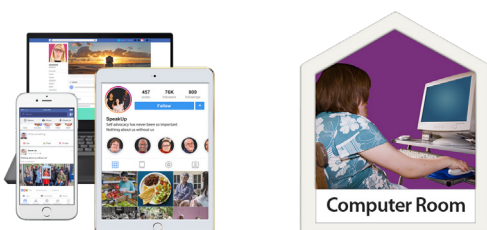
## **Marketing and communications data.**

This is how you like to hear from us like emails, letters or phone calls.



## **Contact data.**

This is how we can get in contact with you like your address, your email address and your telephone numbers.



## **Technical data.**

This is what device you have used to go on our website like your phone or computer and where you have used them.



# The **personal data** we have about the people we support



## Identity data.

This is information about who you are like your first name, your last name, your health and your history.



## Profile data.

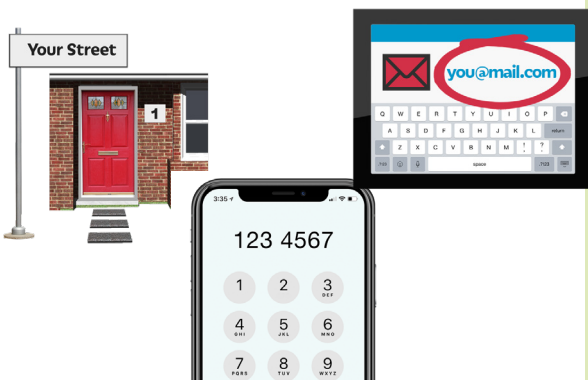
This is everything in your support plan like how you like to be supported, your daily routines and your goals.

## Your Bank Statement



## Financial data.

If we manage your money for you we will know your bank account details.



## Contact data.

This is how we can get in contact with you like your address, your email address and telephone numbers.



# The **personal data** we have about your family and friends



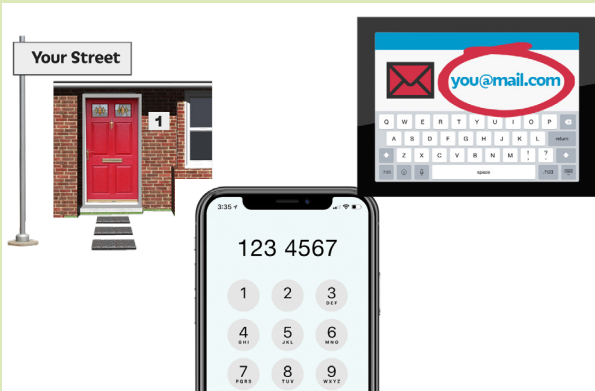
## Identity data

This is their first name, maiden name, last name and any medical information if it is important to your support or your health.



## Profile data

This is information about personal or family traditions. Their religion and religious celebrations.

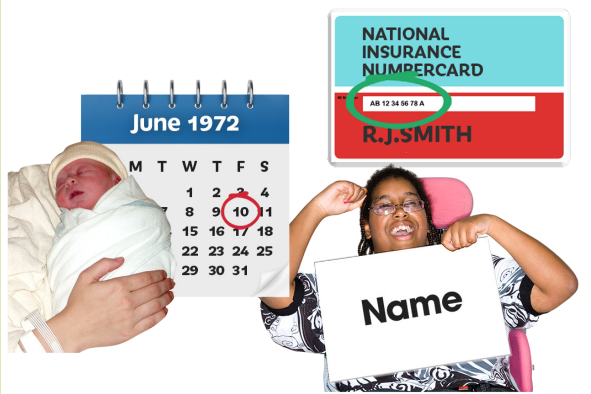


## Contact data

This is how we can get in contact with them like their address, their email address and telephone number.



# The **personal data** we have about Dimensions tenants



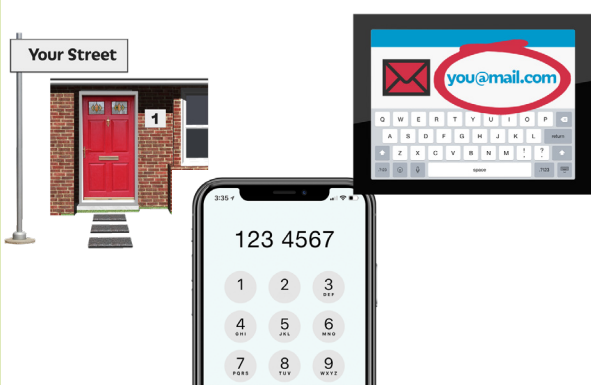
## Identity data.

These are things like your first name, last name, when you were born, your National Insurance number, your address and any medical information.



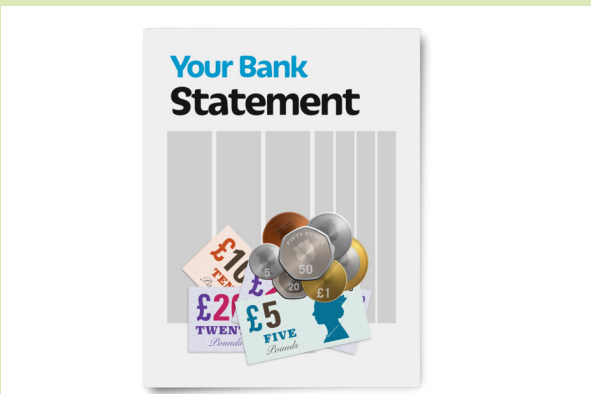
## Profile data.

This is your housing needs so we can find the best place for you to live, like if you need wheelchair access. We will also have the answers to any housing surveys you have done.



## Contact data

This is your address, your email address and phone number.



## Financial data.

If you pay your rent by Direct Debit we will have your bank details. We know how much money you get every month or year. We will know how much and when your rent needs to be paid.





## Other **personal data** we have



Other **personal data** we have is **Aggregated Data**. This is data that will not identify you but can be used in charts like knowing how many people we support use our services.



Sometimes we also ask you for **Special Categories of Personal Data**. These are things like your race or ethnicity, your religion, your sexual orientation, and information about your health.



We ask you for **Special Categories of Personal Data** for one reason. This reason could be to help give you better support or make sure you are treated the same as everyone else.



If you do not like being asked for your **Special Categories of Personal Data** or are not sure why we are asking for it you can speak to the **Data Protection Officer**.



The information we get about you on our **social media** is the information you have shared with us on **social media** or is in your **social media** profile.

**Social media** are things like Facebook, Twitter and YouTube.



We will never share or ask you to share **personal data** that you have not already shared online.



We might ask you to share your **personal data** on internet or online surveys we do SurveyMonkey or Crowdsignal. You do not have to share anything with us if you do not want to.



## Your support plans and records



We keep a record of what you do while we are supporting you.



This record is to let your family and friends know about how well you are doing.



The law says all support providers have to keep records.



We might also include in your support plan **personal data** about the people you live with, if you spend any time with them.



People who work for Dimensions are trained in how to record **personal data**.



They will only record things that are important for your support.



We might share photos to show what you have been up to.



## What happens if you say no to sharing your **personal data**



We might need to know your **personal data** by law or to help us give you a service.



If you do not give us this **personal data** we might not be able to give you the service.



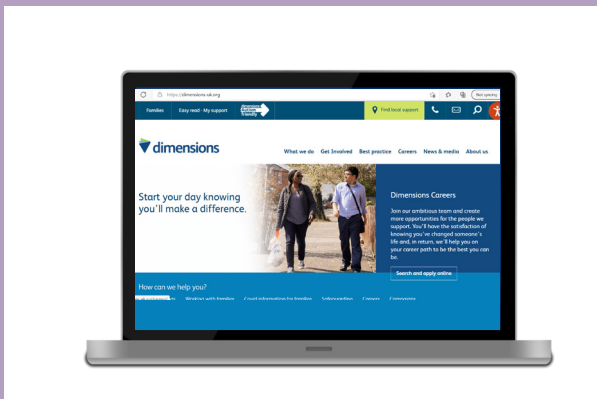
## How we get your **personal data**



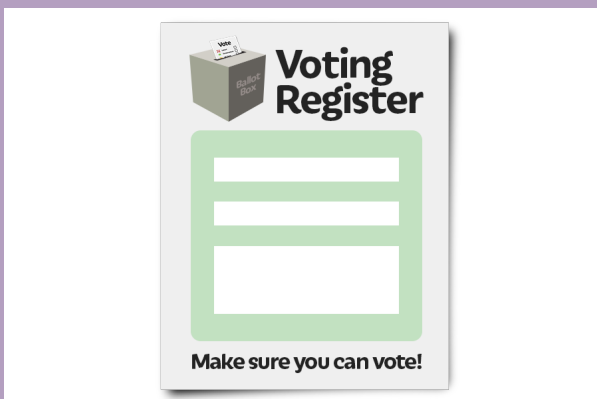
We use different ways to get your **personal data**.



a. You giving us your **personal data**. This could be when you fill in a form or when you contact us by letter, email or a phone call.



b. Us getting your **personal data** when you go on our website. When you visit our website we can find out about what computer you are using and what pages you look at.



c. We can find out about you from other companies. This could be things like the Electoral Register which says if you are signed up to vote.





So we can support you well, when we first start to support you we will ask for your **personal data** from your local authority, your doctor, any company who has supported you before and your family.



So we can support you well we might ask for your **personal data** from other people like health professionals.



## What **personal data** we can keep



We can keep any **personal data** you share with us on our websites or on our **social media**.



We might also keep **personal data** you have shared with us on internet or online surveys like Crowdsignal or SurveyMonkey if you have answered a survey for us.





## How we use your **personal data**



We will only use your **personal data** to help us give you good support.



We will use your **personal data** if we need to follow the law.



We will use your **personal data** if there is a **legitimate interest** for it.

A **legitimate interest** means how Dimensions works to give you the best support.



We do not need to ask for your consent to use your **personal data**.



We need to ask for your consent if we share your story or photos on our website or in any leaflets.



If you do not want us to share your story or photos on our website or in any leaflets you can let the marketing team know by emailing [marketing@dimensions-uk.org](mailto:marketing@dimensions-uk.org)



# What we will use some or all of your **personal data** for



1. Give you the best support.

We need this **personal data** to follow the law and for our **legitimate interest** of giving you good support.



2. Give you services from your Local Authority or Health Authority.

We need this **personal data** for our **legitimate interest** of getting you support services from the Local Authority.



3. Keep records about other people we support.

We need this **personal data** to follow the law and for the **legitimate interest** of giving good support to other people we support.



4. Send you newsletters or information about Dimensions.

We need this **personal data** for our **legitimate interest** of giving you information about Dimensions.



5. Make sure other people with learning disabilities and autism get great support. We do this by sharing stories and photos of the people we support.



We will always ask for your consent to share your photo and story.



# How we will use some or all of the **personal data** of your friends and family



1. Tell your friends and family about your support.

We need this **personal data** to follow the law and for the **legitimate interest** of letting your family and friends know about your support.



2. Check if your family and friends are happy with your support and Dimensions.

We need this **personal data** to follow the law and for the **legitimate interest** of letting your family and friends know about your support.



3. Give you the best support.

We need this **personal data** to follow the law and for the **legitimate interest** of making our support better.



4. Keep records about your support.

We need this **personal data** to follow the law and for the **legitimate interest** of giving good support to other people we support.



5. Send your friends and family newsletters or information about Dimensions.

We need this **personal data** for the **legitimate interest** of letting your friends and family know about the things Dimensions does.

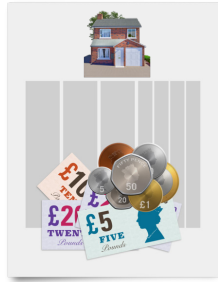


6. Make sure other people with learning disabilities and autism get great support. We do this by sharing stories and photos of the people we support and their friends and family.





# How we will use some or all of the **personal data** of our tenants



1. Ask you about your housing or rent payments and to send you your rent statements.

We need this **personal data** to follow the law and for the **legitimate interest** of contacting you.



2. Check that you are happy with Dimensions and where you live.

We need this **personal data** to follow the law and for the **legitimate interest** of making our support better.



3. Give you support to help you pay your rent and manage your tenancy.

We need this **personal data** to follow the law and for the **legitimate interest** of assisting you with being a tenant.



4. Make sure you live in the best place for you.

We need this **personal data** for our **legitimate interest** of giving you the best support.



5. Send you newsletters or information about Dimensions.

We need this **personal data** for the **legitimate interest** of letting you know information about what Dimensions does.



6. Make sure other people with learning disabilities and autism get great support. We do this by sharing stories and photos of the people we support. We will always ask for your consent to share your story or photo.



## How we will use some or all of the personal data of people who visit our website



1. Send them newsletters or information about Dimensions.

We need this **personal data** for the **legitimate interest** of letting them know about what Dimensions does.



2. Send any questions they have to the right people in Dimensions who can answer them.

We need this **personal data** for the **legitimate interest** of answering any questions.



3. Give them any information about Dimensions they have asked for.

We need this **personal data** for the **legitimate interest** of being better at what we do.





## Marketing



We might use your **personal data** for the **legitimate interest** of helping people to understand and be involved in the many ways life can get better for people with learning disabilities and autism.



We will never sell your **personal data** to other companies.



If you do not want to be sent any newsletters or information about Dimensions you can let us know.



## Using your **personal data** for something else



We will only use your **personal data** for the reason we asked for it.



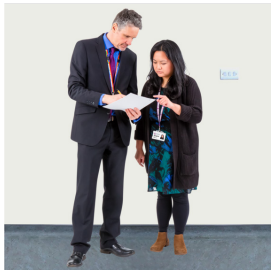
If we need to use your **personal data** for something else we will let you know.



We will only use photographs of you if we have your consent.



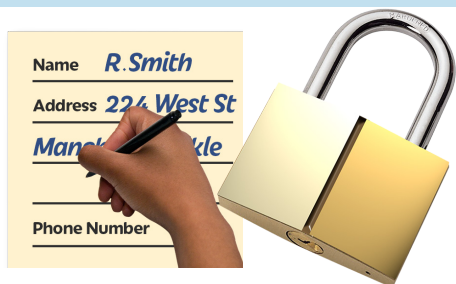
## Sharing your **personal data**



So we can give you good support we may have to share your **personal data** with other companies.



If we share your **personal data** with another company they can only use it to give you good support



If we have to share your **personal data** with another company they need to keep it safe.



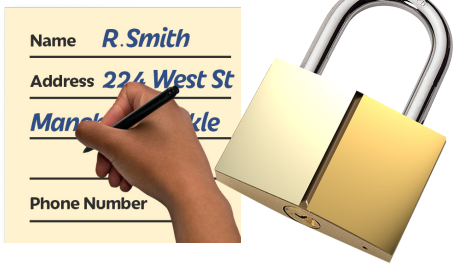
## Sharing your **personal data** in other countries



The Dimensions Group is based in the United Kingdom and we keep all of your **personal data** in the United Kingdom.



If we have to share your **personal data** with a company in another country we will only share it with countries who we know are good at keeping **personal data** safe.



## How we keep your **personal data** safe



We have systems to make sure your **personal data** is kept safe and not lost.



Only the people who need to see your **personal data** can see it.



If someone can see your **personal data** who should not, we will let you know.



## How long we will keep your **personal data**



We will only keep your **personal data** for as long as we need it.



## Your legal rights



You have the right to:



Ask to see what **personal data** we have about.



Ask to change any **personal data** we have about you if it is wrong.



Ask to have some of your **personal data** deleted if there is no good reason for us to have it.





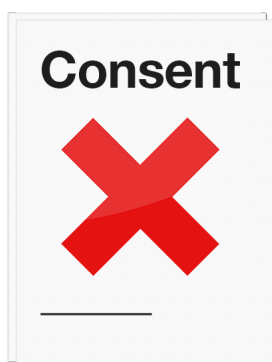
Say no to your **personal data** being used for a legitimate interest.



Ask us to stop using your **personal data** for a short time. This can be for things like checking the information we have is right.



Ask for your **personal data** to be given to you or another company.



Say no to consent at any time. If you say no to consent this might mean we cannot do some services for you.



# Proving life can get better

Dimensions provides evidence-based outcomes-focused support for people with learning disabilities, autism and complex needs. We help people to be actively engaged in their communities.



## Find out more about Dimensions

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

Phone: 0300 303 9001

Email: [enquiries@dimensions-uk.org](mailto:enquiries@dimensions-uk.org)

Twitter: @DimensionsUK

Facebook: DimensionsUK

### Dimensions

Building 1430, Arlington Business Park, Theale, Reading RG7 4SA

Dimensions (UK) Ltd is a charitable registered society number 31192R  
Building 1430, Arlington Business Park, Theale, Reading RG7 4SA.

November 2021

