



Easy Read Privacy Notice for the People We Support



Companies, like Mencap, often have information about people.

It is the law that the companies must keep this information safe and secure.

To do this companies must let people know that they have information about them, and how they will use it.

This is called a **Privacy Notice**.

This document is Mencap's Privacy Notice. It will tell you:

- why Mencap needs information about you.
- what Mencap does with information about you.
- your rights around how your information is used.



Information



About Mencap

Mencap is a Charity and Company.

We are registered with the Information Commissioner's Office (Z5709720).



Information about you that we may keep

Mencap may keep information about you to make sure that our services are safe and professional.

Information also helps us to give the best care and support that we can.



Mencap might keep information such as:

- your basic details e.g. name, address, date of birth, emergency contact
- details of how you pay us for your care or funding
- how we support you
- your likes and dislikes
- details about your health.



Mencap might collect, share and store your personal information because:

- we have an agreement with you or your local council to support you
- it is the law
- we have to give information to other organizations that we work with e.g. the Care Quality Commission (the CQC)
- we want to make our support better for you and other people at Mencap.



Mencap **must** follow the law when collecting, storing or sharing information about you.

How we may use your information

Mencap may use your information to:

- choose the support you might need
- keep you safe and healthy
- help you find a job
- find out what works and what doesn't when it comes to the support you get.



How we keep your information safe

Mencap will always keep your information private and safe.

The only people that we will let see your information are:

- people with permission
- people who have the right to see it by law.



People or organisations who may have a legal reason to see your information include:

- parts of the health and care system, such as your GP, social workers or pharmacy
- your local council
- the Care Quality Commission (CQC)
- the police or security services.





How long we will keep your information for

We will only keep your information for as long as it is needed.

The amount of time we keep information for will:

- be in line with the law and the rules set by other organisations, such as the CQC.
- depend on why it was needed in the first place.

Mencap have a Data Retention Policy. This tells you how long your information is going to be kept for.



Your rights

The information we keep about you is yours.

We will make sure it is kept private and is only used properly.



You have these rights when it comes to your information:

- You can ask to see a copy of the information we have about you.
- If you think the information, we have about you is wrong, or has parts missing, you can ask us to correct it.
- If you think we have information about you that is no longer needed you can ask us to delete it. (But we won't be able to delete it if the law says it is still needed.)

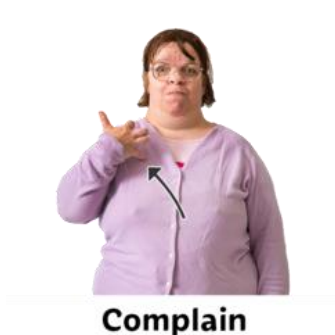




- You can ask that we stop some of the ways that we use your information, even if you don't want it to be deleted.
- You can ask us to delete your information by withdrawing consent. Please contact us if you want to do this.
- You can ask us not to use your information for legitimate interests. (Legitimate interests are when we have a clear reason or goal for doing something.)



If we cannot do what you have asked the Data Protection Officer will explain why.



How to complain

You can write to our Data Protection Officer if you have questions or you are not happy about the way we use your information.

You can do this yourself or ask someone who supports you to do this for you.

Send a letter to this address:

Data Protection Officer
123 Golden Lane
London
EC1Y 0RT





Or email DPO@mencap.org.uk.



Glossary of terms

We have explained what some of the words used in this notice mean.



Data Retention Policy

A data retention policy is the set of rules that an organization must follow to keep information that they have safe. This also will set out how long information is kept for.



Data

Data are pieces of information, collected in order to find something out.



Consent

This is when someone allows something to happen (e.g. if you are asked to be photographed, you are giving consent to have your photo taken).



Legitimate Interests

Using people's information for a clear or specific reason can be lawful even if consent has not been given. This is called a legitimate interest.



Privacy Notice

This is a notice that lets people know how a company keeps the personal information that they are given, safe.



Care Quality Commission (CQC)

The CQC regulates health and social care in England. They make sure that health and social care services give safe and high-quality care. They try to make sure that these services are the best they can be and help them to change when it is needed.



Information Commissioner's Office

The Information Commissioner's Office looks at how personal information is kept by organisations in the UK. They make sure that this is lawful. They carry out inspection and fine anyone who does not follow the law.



Data Protection Officer

Every organisation has a Data Protection Officer. This is the person who keeps the information about you safe and answers any questions you have about your information.

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