

This privacy notice explains how Goleudy uses any personal information we collect about you when you engage with our support services.



Why we need your Personal Information

Goleudy receives money to pay for the services offered by our projects from funding or commissioning organisations (e.g. Supporting People). As part of this, we are required to collect and process certain information about you.

When you register with a Goleudy project, your personal information could be used for several purposes.

Examples of this information are:

Basic identifying information about you e.g. your name, address, National Insurance number, telephone number

Your current and past housing details

Information about your protected characteristics i.e. age, gender, disability, marital status, religion or belief and sexual orientation

Information about your next of kin, and dependents if this is relevant to the support we give you

Information about the support we give to you i.e. Case Notes, Support Plans, Risk Assessments

Details of any other agencies with whom you might be associated e.g. doctor's surgery, solicitor.

Your medication / medical details if they are relevant to the support given

If relevant, your prior membership of Goleudy projects

Any other information which is relevant to the support offered by Goleudy



What we do with your information

We record information about our interactions with you

We use the data to measure your progress against your support plan

We use your anonymous data along with data from other people to measure our performance and the performance of our staff against our organisation's stated targets

We use your data, along with data from other people, to return anonymous statistical information to our funders or commissioners (the organisations which provide the money to pay for the project's services)

We will retain your information for as long as is required by the funder or commissioner of the project from which you receive services. This is generally three years following the last date of data entry.



Sharing your Personal Information

In some cases, your data may be shared with the funder or commissioner of the project from which you are receiving a service.

From time to time, Goleudy will need to share your data with another individual or agency on your behalf. You will need to give your consent for this each individual time it is needed.

Supporting People Programme: If the project from which you receive services is funded by the Supporting People Programme, your information may be shared the Local Authority and the Welsh Government, as part of an audit. This may include your name and contact details, protected characteristics, support plans, monitoring notes, outcomes, consultation undertaken following review or monitoring visits, and complaints and POVA information

Care Inspectorate Wales: If you are joining our Willow Project, we have a legal obligation to allow Care Inspectorate Wales to inspect the personal information held in your file, for the purposes of ensuring that the project meets the legal requirements and obligations placed upon it.



Security

Goleudy is committed to maintaining the security of your personal information. We are committed to reducing risks of human error, theft, fraud, and misuse of our IT facilities. We make staff aware of security policies and train our employees to implement them.

Our staff are obligated to sign written confidentiality agreements, attend regular training on information protection, and comply with company policies concerning protection of confidential information. We are Cyber Essentials certified.



Transferring your Personal Information

It is sometimes necessary to store your data outside of the UK. Where this is the case, Goleudy will comply fully with the provisions of the General Data Protection Regulation and Data Protection Act 2018.



Access to your information and correction

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please email or write to us using the information in the "How to contact us" section below.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

If you believe that we have not handled your information correctly, you have the right to complain to the Information Commissioner's Office. Please view the website www.ico.org.uk

How to contact us

Email

sar@goleudy.org

Or write to
**Subject Access Request Officer,
Goleudy Housing and Support Ltd,
The Customs House,
Cambrian Place,
Swansea. SA1 1RG**

