



## **Privacy Notice for INTERIM**

This Privacy Notice is effective from 1st May 2018 and is applicable to INTERIM

We will update this Privacy Notice from time to time. When we do change the notice (in a significant way), we will post an update on our website.

INTERIM takes data protection and confidentiality very seriously. This Privacy Notice covers:

- How we collect and use personal data
- What personal data we collect
- How we store your personal information
- Protection of your personal information
- How we use your personal information
- Disclosure to third parties
- Accuracy and retention of personal information
- Access to Personal Information
- Additional rights

We collect personal data about users of our services (clients or students in our care) and colleagues so please make sure that you read the relevant sections of this notice and get in touch if you have any questions.

## **Privacy questions**

If you have any questions or concerns about this Privacy Notice or how we process your information or if you would like to make a complaint about a possible data breach please contact us:

**Email:**

sally.floyd@aol.co.uk

**Postal address:**

Data Protection Officer  
48, Narcissus Road, West Hampstead, NW6 1TH

We take data security extremely seriously and all such communications are examined and replies issued where appropriate as soon as possible. If you are unsatisfied with the reply you receive, you may refer your complaint to the Information Commissioner's Office ([ico.org.uk](http://ico.org.uk))

## **Privacy Notice for clients and students in our Care**

### **1. Collection and use of personal data**

You may be asked to provide your personal information anytime you are in contact with INTERIM. INTERIM may share this personal information with each other but will always use it in accordance with this Privacy Notice. We may also combine it with other information to provide and improve our services. You are not required to provide the personal information that we may request, but, if you chose not to do so, in many cases we will not be able to provide you with our services or respond to any queries you may have.

Here are some examples of the types of personal information INTERIM may collect and how we may use it:

- Name
- Date of birth
- Address
- Telephone number
- Email address
- Physical and mental health information
- Financial information
- Marital status
- Racial or ethnic origin
- Religion
- Medical Insurers

### **2. What personal data we collect**

When you contact us, we may collect a variety of information, including your name, postal address, telephone number, email address and contact preferences.

If our services are commissioned for you by third parties (your GP, local authorities, clinical commissioning groups, other charities, private medical insurers etc.) they will provide us with a variety of information, including your name, postal address, telephone number, email address, reason for referral and sometimes medical history.

During the course of your time with us we will keep information about you in your personal records like your name, address and date of birth together with details of the treatment you are having.

### **3. How we store your personal information**

The personal information we collect is stored in a variety of paper and electronic forms. Regardless, we have appropriate and adequate technical and administrative processes in place to make sure that all your information is kept secure.

## **4. Protection of your personal information**

INTERIM takes the security of your personal information very seriously. To make sure your personal information is protected, we have a series of technical and administrative measures in place. Access is limited only to those who need access to it to provide services to you.

All members including Trustees of INTERIM are required to undertake annual data protection and confidentiality training and our privacy and security guidelines are communicated to all members and Trustees of INTERIM. These privacy safeguards are monitored and strictly enforced. We send any information that we need to share with any third parties either as a legal requirement or through an anonymised process securely.

All data is stored on servers in the UK.

## **5. How we use your personal information**

The personal information we collect and store about you allows us to provide services to you. We also use it to help us develop, operate, deliver, and improve the quality of the services we provide or, more generally, the type of services that we offer. From time to time, we may use your personal information to send important notices to you or to those acting on your behalf, such as updates to your treatment or changes to our terms, conditions and policies. Because this information is important to your interaction with INTERIM, you may not opt out of receiving these communications.

We may also use personal information for internal purposes such as auditing, data analysis, and research to improve our services and our communication with you.

We may use your personal information to test our computer systems such as the software we use to store your records to improve our services. If you do not wish for your information to be used for these purposes, you can let us know.

If you don't want to be contacted by us after you are no longer using our services, you can opt out anytime by letting us know.

We will not sell, share or give information to third parties for marketing purposes.

## **6. Young people & Children**

We understand the importance of taking extra precautions to protect the privacy and safety of the young people and children using our services. The young person/child information that we collect, hold and share may include:

- Personal information (such as name, address and date of birth)

- Characteristics (such as ethnicity, language, nationality, country of birth)

We use the young person/child information to comply with the law regarding data sharing for the following:

- to provide appropriate treatment
- to assess the quality of our services

### **Collecting young person/child information**

In order to comply with the law, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

### **Storing young person/child data**

All information will be held on the same basis as other information outlined in this Privacy Notice.

### **Who we share young person/child information with**

Sometimes Parents, School or other professionals

### **Why we share young person/child information**

We do not share information about the young people/children using our services with anyone without consent unless the law and our internal policies allow us to do so.

### **Access to young people/children's information**

Parents and young people/children have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your records contact us at the address outlined below.

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## **Disclosure to third parties**

We will only share your personal information with third parties in the following circumstances:

- Where you have given your consent to the information being shared;
- Where there are issues or concerns like the health and safety of yourself or others; or
- Where there is a legal requirement or responsibility to share the information.

Personal information of service users may also need to be shared with third parties to make arrangements for the funding and/or payment of services received.

Additionally, in the event of a reorganization or merger, we may transfer any and all personal information we collect to the relevant third party.

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## **Accuracy and retention of personal information**

INTERIM makes it easy for you to keep your personal information accurate, complete, and up to date. If any of your information changes please let us know so that we can update our records.

We are legally required to hold certain information about you for a set period of time. All personal information will be deleted or securely destroyed at the appropriate time and we will not keep your personal information for longer than is required or permitted by law.

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## **Access to personal information**

You are entitled to see what personal information we hold about you at any time. This Privacy Notice outlines the information we hold about you and why. If you wish to access your personal information, please contact us at the address set out below.

We are not required to process any request for access which is frivolous or vexatious, jeopardizes or otherwise affects the privacy of others, is impractical, or for which access is not otherwise required by law. We will let you know in writing if any of these circumstances apply to your request.

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## **Additional rights**

You may also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purposes of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed

If you believe you have any of these additional rights or you wish to exercise them, please let us know.

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# **PRIVACY NOTICE FOR INTERIM COLLEAGUES**

## **1. Collection and use of personal data**

You may be asked to provide your personal information anytime you are in contact with INTERIM. INTERIM may share this personal information with each other but will always use it in accordance with this Privacy Notice. We may also combine it with other information to provide and improve our services as an organisation. You are not required to provide the personal information that we may request, but, if you chose not to do so, in many cases we will not be able to provide you with a job.

Here are some examples of the types of personal information INTERIM may collect and how we may use it:

- Name
- Date of birth
- Address
- Telephone number
- Email address
- Physical and mental health information
- Financial information
- National Insurance number
- Passport details, Residency and Nationality
- Racial or ethnic origin
- Political opinions
- Religion

## **2. What personal data we collect**

When you apply for a position with INTERIM we will record your details including your name, postal address, telephone number, email address, educational and work history, referees and contact preferences. [These details will be retained for six months following the date of any interview.]

Before your appointment, all required right to work checks and, potentially, a check with the Disclosure and Barring Service will be carried out. Details of these checks (or the results from them) will be retained on your record.

If you are successful in being appointed, and during your employment/volunteering with us, we will retain your full employment record which will include your name, postal address, telephone number, email address, details of your next of kin, educational and work history, training, appraisals, copies of any complaints, disciplinary or safeguarding matters.

## **3. How we store your personal information**

The personal information we collect is stored in a variety of paper and electronic forms. Regardless, we have appropriate and adequate technical and administrative processes in place to make sure that all your information is kept secure.

## **4. Protection of personal information**

INTERIM takes the security of your personal information very seriously.

To make sure your personal information is protected, we have a series of technical and administrative measures in place. Access is limited only to those of our members who need to access it to provide services to you.

All members are required to undertake annual data protection and confidentiality training and our privacy and security guidelines are communicated to all members of INTERIM. These privacy safeguards are monitored and strictly enforced. We send any information that we need to share with any third parties either as a legal requirement or through an anonymised process securely.

All data is stored on servers within the UK.

## **5. How we use your personal information**

The personal information we collect and store about you allows us to facilitate the INTERIM relationship we have with you.

We may use your personal information to test our computer systems to improve our services to you. If you do not wish for your information to be used for these purposes, you can let us know.

We will not sell, share or give information to third parties for marketing purposes.

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We will only share your personal information with third parties in the following circumstances:

- Where you have given your consent to the information being shared;
- Where there are issues or concerns like the health and safety of yourself or others; or
- Where there is a legal requirement or responsibility to share the information.

Personal information of users of our services may also need to be shared with third parties to make arrangements for the funding and/or payment of services received.

Additionally, in the event of a reorganization or merger of INTERIM we may transfer any and all personal information we collect to the relevant third party.

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