

Privacy Statement

Support Referrals and Enquiries

People, Potential, Possibilities is a registered charity and a company limited by guarantee, and incorporates The Rugby Portobello Trust and Amber Trust. This Privacy Statement describes what information that is collected when a referral is made and how that information is used.

The legal basis that P3 relies on for this data to be processed and stored is that P3 has a 'Legitimate Interest', as a prospective client has expressed a willingness to engage in P3's support services. In addition, providing support is an activity described by the Objects of the charity within the charity's Articles of Association.

What information do we collect about you?

Your personal data (i.e. any information which identifies you, or which can be identified as relating to you personally) will be collected and used by P3. For example: personal details (name, date of birth, email, address, telephone etc.)

'Special Category' data (Sensitive personal data)

We also collect and store sensitive personal data (such as information relating to ethnic origin, beliefs or health); we'll take extra care to ensure your privacy rights are protected. This is so that we can monitor the reach of services.

In some instances we may also collect information about any criminal justice matters where relevant.

Why do we collect this information and what do we do with it?

The purpose of processing the information gathered is to develop the appropriateness of P3's services to meet client needs. This also includes developing the Support Plan/Risk Assessment in order to make decisions on how to manage risk and to understand clients so that we can provide an appropriate service.

Who might we share your information with?

Client personal data may be shared with other organisations that are involved in the clients care, support or treatment. We will usually discuss this with the client first.

Will my data be kept safe?

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to, or use or disclosure of your personal information.

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means). Our staff receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

P3 will never share your personal information with other organisations for marketing, market research or commercial purposes.

Internal research and analysis

We carry out research and analysis on our clients and referrers, to determine the success of services and identify patterns and trends. This helps inform our approach towards services and make P3 a stronger and more effective organisation. Understanding our clients, their interests and what they care about also helps us provide a better experience.

We may aggregate and anonymise personal data so that it can no longer be linked to any particular person. This information can be used for a variety of purposes, such as to identify trends or patterns within our client groups. This information helps inform our actions, assess demand and shape and improve services.

How long do we keep hold of your information?

We will only use and store information for so long as it is required for the purposes it was collected for. How long information will be stored for depends on the information in question and what it is being used for. For example, if you ask us not to send you marketing emails, we will stop storing your emails for marketing purposes (though we'll keep a record of your preference not to be emailed).

We continually review what information we hold and delete what is no longer required. Your personal data, including support plans/risk assessments, is stored for up to fifteen years following the last contact P3 has with you.

What are your rights?

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request);
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason);
- the right to have inaccurate data rectified;
- the right to object to your data being used for marketing or profiling

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you would like further information on your rights or wish to exercise them, please write to our Data Protection Officer at:

Eagle House, Cotmanhay Road, Ilkeston, Derbyshire, DE78HU.

Should you wish to lodge a complaint with the supervisory authority contact:
The Information Commissioners Office on 0303 123 1113.