

## SNC PRIVACY POLICY

Shirley Neighbourhood Care holds information about our older residents who are clients and we want everyone to know that we keep this secure. Any paper documents containing records are kept locked away in filing cabinets or on secure computer systems. These details are only accessible by a limited number of our staff and volunteers, and they all understand how important it is to keep private details confidential and not reveal them to anyone else. Just so you know what we hold and why, here's a list of the information we may record about our clients:

- Your full name, address, and telephone numbers, plus an email address if you have one. We hold this information, so we can contact you.
- Details of your next of kin or an "in case of emergency" contact. We need this in case you fall ill whilst you are with us so that we can alert the correct person. It's important that you tell your nominated contact that we hold their information.
- Your GP's surgery: Your Doctor will never give us information about you; however, we may let them know if we thought you might be ill.
- Medical conditions: When you register, we ask for information that may help our staff and volunteers give you the appropriate assistance, so we need to know if you need a helping hand if you have mobility, sight, or hearing difficulties.
- Your church or religion: Shirley Neighbourhood Care was founded by the Churches Together in Shirley, so it is useful for us to know if you have links with one of the Churches. It is not necessary for you to tell us your religion if you do not wish to. Shirley Neighbourhood Care exists to help older residents within Shirley, regardless of their faith.
- We also record which of our services you use and the last date we had contact with you. It's important for us to know when we last heard from you and, if we haven't spoken to you in a while, we will contact you to make sure all is well.

From time to time, the local authority may ask us to share the information we hold about our clients with them. There is nothing suspicious about this request as they simply want to ensure that everyone is safe. If you do not want us to pass on your information, please let us know as soon as possible.

**YOUR RIGHTS:** If you are concerned about any information we hold, please get in touch with our office on 020 8662 9599. If you no longer wish to be registered with Shirley Neighbourhood Care, please contact the office so that we can remove your details. If you are a client and wish to be deleted from our records, this will mean that we can no longer provide you with services or send you our newsletter.