

GDPR Our privacy policy and your data

ASD Family Help, takes the safeguarding of your information very seriously. One of the ways we do this is by adhering to the requirements of UK data protection legislation, and this has changed as part of the General Data Protection Regulation (GDPR for short) in force from 2018.

ASD Family Help will be the Controller of the information that you provide to us, and that we collect about you when you use our services. We'll also collect information when we provide you with, or answer questions about, our services.

This Policy gives you detailed information on when and why we collect your information, how we use it, and how we keep it secure. Please take a moment to read it so you know what choices and rights you have about the information we may ask you for or collect about you. This policy may change from time to time so it's a good idea to come back and read through it every now and then. If there's a significant change to the policy, we'll let you know straight away.

There are a few ways we collect your information. This could be when you:

- Request our services
- Contact us by telephone, email, electronic messaging or post
- Visit Facebook pages
- When someone refers you for our services
- Subscribe to receiving email information from us about relevant information
- We also collect information about you from third parties (eg/ referral from members of your household)

We'll never keep more information from you than we need to.

We NEVER use your information for marketing.

We NEVER share your information with others for marketing.

The types of information we collect will depend upon:

- (i) whether we collect the information from you or from someone else; and
- (ii) how / when we collect that information.

Information you give to us:

- When you apply for and/or sign up to our services or to attend our activities we may ask you to give us your generic details (ie/ name, surname, date of birth), your contact details (ie/ address, email, phone number) and further details about how we can best support you (ie/ diagnosis, medical needs, support needs, emergency contact details)
- When you contact us with enquiries on the phone, email, via electronic messaging, or visit us in our activity venues we may ask you to give, where necessary your generic details (ie/ name, surname, date of birth) & your contact details (ie/ address, email, phone number) along with the nature of your enquiry
- To help us improve our services services, we might ask you to fill in a questionnaire so you can let us know how we're doing. In questionnaires we may ask you generic details (ie/ name, surname, date of birth) and your contact details (email address, telephone number)
- When you visit our website we do not collect any personal data
- When you visit our Facebook pages we record number of hits and anonymised data (ie/ age range, country, location, gender)

Information collected from others:

- We may supplement the information that we collect from you and about your use of the services as described above, with information that we receive from third parties.

This may include:

- Data we collect from other members of your household
- Data we receive when someone refers you for our services
- Data from other organisations who have obtained your permission to share information about you with us

Why do you collect my information?

There are a few ways we use the information we hold about you. We'll use it:

- Where necessary to perform our contract with you (if you are a client for a 1-2-1 contract service)
- To provide the service you have requested (ie/ you wish your child to attend our Teen Club)
- To determine your eligibility for our services / whether they're available in your area
- To respond to any questions or complaints you may have regarding our services

Where you've given us your consent

- If you are signing up for a service or to attend an activity (for you or your child), you are giving us consent to use your information to provide the best support at THAT activity/service. We will only use the sign up data for that service/activity and it will only be shared (if consent is given) with staff/volunteers who support THAT activity/service. This is why we have separate sign up forms for each individual activity or service we require information for.
- If you are subscribing to our mailing list for regular news and information, we will only send you details of services or activities that we think will be of interest to you. It is up to you to decide if you still want to receive this information.

How can I withdraw my consent?

Where we process your information on the basis of your consent, **you have the right to withdraw your consent at any time.**

Ways you can do this:

- Use the unsubscribe button to be removed from mailing lists: [Unsubscribe from mailing list](#)
- Send an email to be have any other data we hold on you removed: contact@asdfamilyhelp.org

Where we've got a legitimate interest

A legitimate interest is where we have a good reason to process your data; for example in situations where the charity needs to process information to operate its business. However we always do this by considering the safeguards and impact to you and we NEVER use your details for marketing.

Processing activities based on a legitimate interest are:

- To provide you with service information and updates
- To enable us to gain insights and to review, develop and improve our services and to ensure we are giving people what they want
- Defining types of customers for new services and personalise service offers to you
- Complying with laws and regulations that apply to us
- To personalise your experience of our services
- To provide funders with data on numbers of people using services and feedback data, as well as any on-line quotes or comments you have publicly made available

Where we've got a legal obligation to process personal information:

The charity is required to capture, retain and share some personal data for legal reasons such as:

- Where there's a need to block unauthorised or illegitimate content
- Responding to courts and enforcement authorities
- To help authorities with any security, crime or anti-terrorism enquiries
- To demonstrate compliance with anti-money laundering rules
- To ensure monitor any other regulatory requirements linked with treating customers fairly and processing records properly
- Where there is a safeguarding concern (however where possible we ALWAYS try to speak to the parent/carer FIRST before raising a concern)

Who do you share my information with?

Sometimes we'll need to share the information we hold about you with others. We provide information about you:

- To our staff or sometimes our volunteers so they can administer and deal with any questions or complaints you've got about us and/or services provided to you by the charity now or in the future (usually this would be so that our staff & volunteers can provide the best support for your or your children's needs at an activity)
- We may share your information to comply with legal and regulatory obligations to protect or enforce our rights or that of a third party such as analysing activity on our network to help block unauthorised or illegal content access or publication; for the purpose of protecting vital interests, national security, statutory obligations or responding to requests from courts and enforcement authorities
- We may share your information to comply with our Safeguarding obligations (for children and vulnerable adults). (Please note however, where possible we ALWAYS try to speak to the parent/carer FIRST before raising a concern)

The GDPR and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe

Where we share your personal data with another company we make sure that they respect your data protection rights too.

We won't pass on your personal information to third parties except in accordance with this policy and our Terms and Conditions or where we are required to disclose that information in order to comply with any legal or regulatory requirements.

How do you protect my information?

The security of your information is really important to us.

Any information sent to us is protected.

The methods we use are industry-standard ensuring data is safeguarded whilst being sent over unprotected communications paths such as the internet.

When it reaches us, we store it securely and only provide access to it by those authorised. Although we safeguard your personal information once received, the charity cannot guarantee the safety of any personal information you transmit to us using online methods.

Our security measures include:

- Internal policies setting out our data security approach
- Training for employees on security and privacy
- Use of secure software that is password protected

How do you keep my information?

We collect and store your data safely and only for the time strictly necessary to operate services provided to you by the charity and/or based on the reasons that we process your personal data.

Afterwards it is either be destroyed or anonymised.

All our data is now held online securely and it is rare for us to hold any paper documents. Any paper documents are held in locked filing cabinets and only relevant staff have access.

As of 2023 ANY and ALL paper records that we held for any reason have either been scanned and are now held online (if there was a legitimate reason to keep them) or MOST have been destroyed using a GDPR certified destruction process. (We keep our GDPR destruction certificates).

When determining the relevant time we store information periods, we take into account factors such as:

- Legal obligation(s) requiring data to be kept for certain periods of time
- (Potential) disputes
- Guidelines issued by the UK's data protection authority.

A few examples for how long we'll keep your data:

- Unless you ask us not to, we store your generic details (i.e. name, surname, contact details) for up to two years after you stop being our customer, to contact you just in case you change your mind. (2 years is a generic time-line and with some age groups/disabilities we are required to hold the information for life.)
- We keep your payments data for 7 years, for tax purposes.

What happens when I click a link on your website that takes me to another site?

Occasionally our site may provide access to other web sites by linking to them. We're not responsible for the data policies (including data protection and cookies), content or security of these linked websites. So, it's a good idea to make sure you refer to their privacy policies to ensure you know how they use your data.

How can I get in touch with you?

If you've got any questions or concerns about our use of your personal information you can:

Send an email to contact@asdfamilyhelp.org

Call us on 07733 601755

What are my rights when it comes to my information?

Here we'll explain the rights you have regarding your information:

Rights	What does this mean?
1. The right to be informed	You have the right to be provided with clear, transparent and easily understandable information about how we use your information and your rights. This is why we're providing you with the information in this Privacy Policy. When you sign up for an activity, the sign up form will also include information about how we use your data.
2. The right of access	<p>You're welcome to ask us what information we have about you, any time you like.</p> <p>You have the right to obtain access to your information (if we're processing it), and certain other information (similar to that provided in this Privacy Policy).</p> <p>This is so you're aware and can check that we're using your information in accordance with GDPR law.</p> <p>We won't charge for this and we'll do our best to get details back within 30 days.</p> <p>You can email contact@asdfamilyhelp.org if you would like to request the information we hold on you.</p>
3. The right to rectification	<p>You're entitled to have your information corrected if it's inaccurate or incomplete.</p> <p>Just let us know where to make the changes!</p>
4. The right to erasure	This is also known as 'the right to be forgotten' and, in simple terms, enables you to request the deletion or removal of your information where there's no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions (such as 7 years payment information for tax records)
5. The right to restrict processing	You have rights to 'block' or suppress further use of your information. When processing is restricted, we can still store your information, but may not use it further. We keep lists of people who have asked for further use of their information to be 'blocked' to make sure the restriction is respected in future.
6. The right to data portability	You have rights to obtain and reuse your personal data for your own purposes across different services.
7. The right to object	You have the right to object to certain types of processing (which we do only with your consent).

To exercise any of these rights at any time, please email Contact@asdfamilyhelp.org