

Privacy Policy

Introduction. We take the privacy, protection and security of your information seriously. This Privacy Policy demonstrates how we gather, use and share personal information and about your individual privacy rights. How we manage personal information relies upon the context it was made available to us.

We have a Data Protection Officer, who provides guidance to ensure we meet the requirements of how we should look after your information. Occasionally, we may have to update our Privacy Policy, in line with statutory and regulatory requirements, in this circumstance, we will always update you if there is a significant change to the way in which we control and process your information.

About Us. ADHD Norfolk offer therapeutic services and support to individuals, families and carers for those with ADHD. We also deliver training and accredited qualifications to professionals nationwide who are involved with supporting and caring for the needs and development of individuals and families. ADHD Norfolk is registered as a charity under charity number 1177126

How We Gather Information. When you interact with our services, this means, if, you use our therapeutic or support services and or make contact with us via telephone, email or letter, we will also gather information if a referral to our service is made via self-referral or a third party by telephone, email or letter. If you use our training or take our qualifications we will gather information via business as usual correspondence, course set up and delivery.

We use online forms such a Cognito Forms and records will all be deleted once they are no longer required. If you sign up for our monthly E-Newsletter it will store only the details that you have entered ie name and email through Mailchimp. We will also collect your information if you donate directly via our website. We will also process the information of Job Applicants We will also gather information when we receive requests to volunteer, via a Volunteer Application form

How We Use Your Information. If you are a service user, the information you share is used to provide you with the correct level of service and therapeutic pathway. If you request to participate in any of our training sessions, events or qualifications the information you share is used facilitate attendance and, inform you of future events.

If you make a donation via our website your information will be used to process and administer your donation. If you apply for an advertised vacancy we will process the personal information you provide to us as part of your application and any interview selection process. If you offer to volunteer, we will process the information captured in the Volunteer Application to determine which area of our service your skills will be most suited to.

How Long Do We Retain Your Information. We will never retain information for longer than necessary for the purposes it is needed.

In respect of information we gather for therapeutic services and support we will retain your data up to year after services are ceased. With our qualifications we are required to keep your records for longer for audit purposes and you will be given a separate consent sheet at the time.

We will retain information if you have engaged with us for training and skills services once you have advised us you are happy to do so.

If you make a donation via our website, we are required to keep this data for seven years.

If you have made a job application and you are unsuccessful we will only retain your information for a period of 12 months.

If you have enquired about volunteering opportunities, the information you share with us will be kept for a period of 2 years after you cease volunteering with us.

Special Campaigns & Photographic Images

occasionally, some of our service users and their families will share their personal stories and experiences with us, to support our campaigns and the profile of ADHD Norfolk. We will record the detail, and relevant contact details, and we will always gain consent prior to use.

During the course of our training, qualifications and events, our attendees will kindly give permission to let us use photography and images to help our future events and campaigns. We keep all of these images in a secure location, and will only ever use them with the subjects express permission. Unless you request otherwise, we will securely store for 3 years.

Children's Data. When using our services, information is gathered where we have a legal basis to collect and retain that data as per pathway services, contracts and referrals. The information specifically relating to a child will never be shared with anyone who is not connected to providing the service.

Sharing Personal Data with Third Parties. We only share personal information in the context of our therapeutic services, as part of referral pathway, and within strict Information Governance guidelines.

We never share the data we gather from training, skill building, and national events to third parties, unless we are under a legal obligation to do so.

Sending Personal Information Overseas. We currently do not send any information outside of the UK and European Economic Area.

Your Privacy Rights. We will only collect the information we need to carry out the services we offer.

An individual's right to privacy includes the following:

- **ACCESS:** Individuals can request access to a copy of the personal information held by the ADHD Norfolk
- **RECTIFICATION:** Individuals can request that we change or complete any inaccurate or incomplete personal information held about them.
- **DELETE:** You may request any information we hold about you is deleted, where you believe it is no longer necessary for us to store or use it, or where we have no legal basis for keeping it.
- **RESTRICT:** Individuals can ask us to restrict the personal information we use about them, if we are unable to delete or destroy.
- **OBJECT:** You have the right to object to the processing of your personal information
- **TRANSFER:** You may ask us to provide you or a third party with some information we hold about you. This will be completed either electronically or via manual records.
- **WITHDRAW:** Individuals have the right to withdraw consent at any time.

If you wish to exercise your Privacy Rights please write to enquiries@adhdnorfolk.org.uk or Data Protection Officer, ADHD Norfolk, 35a Prince of Wales road, Norwich, Norfolk, NR1 1BG.

For your protection, we are required to verify the identity of anyone wishing to exercise their Privacy Rights, and we will need to request valid identification documents when making requests.

There will be no charge to respond to requests from individuals –

Subject Access Requests – and we will reply in the first instance within seven working days and fully respond within 4 weeks from the date of receipt.

Complaints

If you have any complaints or queries regarding information we hold about you please contact enquiries@adhdnorfolk.org.uk or Data Protection Officer at 35a Prince of Wales Road, Norwich, Norfolk, NR1 1BG

Our Website

When our website is visited, we do collect standard internet log information and details of visitor behaviour. We do this to monitor amount of visitors to the site and which parts of our website are most visited.

Keeping Your Information Secure

The ADHD Norfolk has measures in place to ensure the physical and technical protection of your information. Data Access is regularly reviewed and only accessible to the relevant employees, volunteers and contractors.

You may contact us either by writing to:

The Data Protection Officer, ADHD Norfolk, 35a Prince of Wales Road, Norwich, Norfolk, Nr1 1BG or email; enquiries@adhdnorfolk.org.uk