

# **Merton Centre for Independent Living (Merton CIL)**

## **Privacy Notice**

**This is about how we look  
after the information we  
have about you**



**It is part of the law in Britain and the General  
Data Protection Regulation.**

**General Data Protection Regulation:** these are  
rules about how people's information is used and  
kept safe.

**Some of the information is a bit difficult to  
understand. If you need help to understand  
anything in this document, please get in touch  
with us.**

# Contents - what is in this notice



## 1. Introduction



## 2. What Merton CIL has to do under the GDPR



## 3. Our main rules for looking after information about people



## 4. How we get your information



5. The types of personal information we need to keep



6. Why we keep information about you, how we use it and who we share it with



7. Consent: this means you giving us permission to keep information about you



8. Sharing your information with other organisations



## 9. Taking away your consent



## 10. Links to websites



## 11. Personal information about children



## 12. Social media



## 13. Information about other people



## 14. Your rights



## 15. How Merton CIL will make sure you get your rights?



## 16. The cost of getting your information



## 17. What happens if something goes wrong



18. How long do we keep personal information?



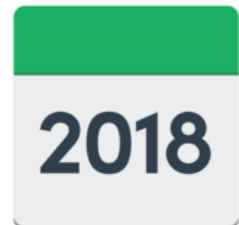
19. How to contact us

# 1. Introduction



The **General Data Protection Regulation (GDPR)** is a law which tells organisations what they have to do to keep all the personal information they have about people safe and private.

It started in 2018.



It is called **GDPR** for short. In this document, we will use the letters **GDPR** when we talk about these rules.

## 2. What Merton CIL has to do under the GDPR

Main points:

GDPR is a law that we have to follow.

It tells us how we have to look after information about you. It says we have to tell you about any information we have about you.

GDPR says we have to tell you about the information we have about you and

- how we keep it







- what we do with it



- when we will share it with other people



- what your rights are.



Under GDPR, Merton CIL is seen as being in charge of the personal information we have about you and making sure it is kept safe and private.

Our contact details are:  
Merton Centre for Independent Living  
(Merton CIL), Wandle Valley Resource  
Centre, Church Road, Mitcham, Surrey,  
CR4 3BE.



Email: [info@mertoncil.org.uk](mailto:info@mertoncil.org.uk)

Telephone: 020 3397 3119



Merton CIL is a charity and is run by a **board of directors or trustees.**

**Board of Directors or Trustees:** this means the group of people who are in charge of the organisation. They make the rules about a charity works and what it does.

The board makes the rules about how we look after the information we have about you.





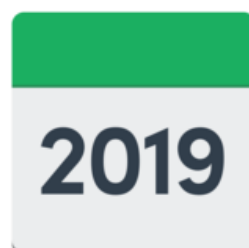
Merton CIL's chief executive makes sure that we follow all these rules. The chief executive is the 'data protection officer' for the organisation

We started using this Privacy Notice from 25 May 2018.



We can change or update it at any time.

We last checked it in July 2019.



### 3. Our main rules for looking after information about people

Main points:

We have to make sure the information we have about you is right and keep it safe.

We are only allowed to keep information about you that we need to give you our services. We can also keep information that you have said is OK for us to keep.

Merton CIL has rules about what we do with personal information. We have these rules to make sure we do everything the General Data Protection Regulations say we have to do.



We will make sure:



- Information we have about you is right



- We only have information about you that we need to have.



- We keep information safe so other people cannot get it.

Merton CIL will try to make sure that all service users, members, volunteers, people who work for us and members of the board can trust us with their personal information.



## 4. How we get your information

Main points:

We mainly get information from the people who use our advice and advocacy service and from our members.

We also have information about people who are in touch with us in other ways. This could be people who come to an event, get our newsletter, contact us through social media or use our website.



There are many ways that Merton CIL asks people for personal information, such as when:

- You ask us for our help, we will take information about you and what we do for you.



- You become a member of Merton CIL.



- You use our website to send a question or ask for information, sign up to our newsletter or ask us for a login.



- You contact us by post, telephone, email, social media or any other way that means we need to reply to you.



- You come to a meeting or an event.



- You fill in a Merton CIL survey, questionnaire or give us feedback.



- Your information is given to us by someone from another organisation who asks us to contact you.



- You apply for a job with us or if you work for us.



There might be other times that we need to ask someone for their personal information. We will always use the same rules for keeping information safe.



## 5. The types of personal information we need to keep

Main points:

The types of personal information we need to keep include contact details and information for making sure we are helping all parts of the community.



These are the types of personal information we may need to ask you for and keep:

- Your name and contact information - your address, email address and telephone number, and any changes in this information



- Information about things such as race, religion, disability and sexuality that we use to check that our services help people in all parts of the community.



- Your money and details about your work, if you work, which we need to use to help you.



- Information about your disability or health condition where we need it to help you.



- Information about your access needs so we can do everything right for you at a meeting or event. This can be medical information such as things you can or cannot eat or things we need to do if there is a problem.



- Information about the help Merton CIL is giving you. This could be information about when we have been in touch and your meetings with workers at Merton CIL.



- Information other organisations give us about you that we need to be able to help you.



- Any feedback you give us in surveys or questionnaires.



- Information that our website takes from your computer when you look at our website. This can be where you are, the address that your internet service uses and what you look at on our website.



- Information about how you use our website, how long you stay on the website, the **internet programme** you use to look at our website on your computer, what **computer system** you use and the name of your website, if you have one. We do not take your name when we do this.



**Internet programme:** this means the programme you use on your computer to look at the internet, such as Internet Explorer, Edge, Firefox and Google Chrome.

**Computer system:** this means the system that works your computer such as Windows or Mac OS.

- Photographs from meetings and events.



- If you visit our offices, we will ask you to give your name and the time you get here and the time you leave. You will have to do this twice - once when you come into the building, as it is run by another organisation called Evolve Housing, and again in our office. This is because of Health & Safety rules.



There are security cameras at our offices but it is not run by us so we are not in charge of it under the General Data Protection Regulation. It is run by Evolve Housing, Wandle Valley Resource Centre, Church Road, Mitcham, Surrey CR4 3BE. Telephone 020 8545 2588.



## 6. Why we keep information about you, how we use it and who we share it with

Main points:

We keep people's information so we can give people our services and keep in touch with our members.

We sometimes share people's information when we are working with other organisations to do things like check how well our services are working.



The General Data Protection Regulation says organisations must have a reason to keep information about people. Merton CIL has your personal information for different reasons. One reason we keep your information is so that we can give you a good service.

GDPR calls this a **legitimate interest** in having the information. This means we decided we need to have this information otherwise we could not give people our services.





Merton CIL's reasons for keeping your contact details and information about how we are helping you are:

- To check you are allowed service.



to use our

- So we have the information we need to be able to help you.



- So that we can check how good our service is and if there are things that we need to do to make it better.



We will tell you about this when we first meet you and we will give you information about this.

Sometimes we have to give personal information to other organisations. The reasons for this are:



- Organisations that fund Merton CIL's work need information about how we are working. We need to tell them about how we have helped people who use our services but we do not give them people's names.



- Sometimes we will contact you to ask you what you think about our services. If we do this, we will check that you are happy to talk to us about this. We will also check that you are happy for us to write about what you tell us in things like reports and on our website. We will not give your name when we do this.



- The organisation that runs our website may keep details such as your name and email address so that you can log in to our website.



- We sometimes need to give your information to other people we work with, like people who print things for us or send information out for us. People who help us with computers can sometimes see the information we have about people on our computers.



## 7. Consent

**Consent** means saying you agree with something being done that will affect you.

Main points:

Sometimes we need to do something different with your information.

We will have to get you to sign a form to this is OK.

Sometimes Merton CIL will ask for your consent to use some of your personal information. This might be something that you do not normally like to tell people like details about your health, your disability or your sexuality.



We will need to be able to show you have given us consent to do this. We will normally do this by getting you to sign a form or find another way to make this accessible for you.

Anyone who becomes a member of Merton CIL needs to give consent for us to keep and use their contact details.

A survey form titled "Questions" with two speech bubbles containing question marks. Below the title, it asks "1. What do you think about it?". There are three checkboxes: "Good" (unchecked), "Bad" (unchecked), and "Not sure" (checked with a blue checkmark). A hand holding a black pen is shown marking the "Not sure" checkbox.

We have organisations that check how well we are doing our work and we ask members if it is OK for these organisations to contact them. This is so these organisations can find out what people think about us.

People can change their mind about consent at any time. Please contact us if you want to do this.



## 8. Sharing your information with other organisations

Main points:

Sometimes we need to share your information with another organisations.

We only do this if we have to and we will make sure your information is still kept safe.



When we are helping people, we sometimes need to share their information with other organisations.

If we need to do this, we will make sure we only share your information with the people in that organisation who need to see your information.



We will ask you to sign a form to say you are happy for us to do this. If signing a form is not accessible then we will do this in another way.



You can change your mind about this and ask us not to talk to those organisations about your case anymore.

Before we share any personal information with you, we may need to ask you to sign another form. If we do this over the phone, we may ask you for your date of birth to make sure we are talking to you.



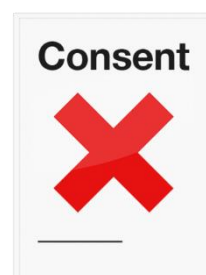
## 9. Taking away your consent

**Taking away your consent** means changing your mind about something you have said we can do and saying you want us to stop doing it.

Main points:

You can always change your mind about anything you have said it is OK for us to do.

When we have personal information about you that you have chosen to give to us, you have the right to take away your consent so that we can no longer keep this information. There is some information that we will keep about you anyway and this is when we have a legitimate interest. This means we need this information otherwise we could not give people our services.



If you have given consent for us to hold information, you can take it away and we will destroy that information. To do this contact us on 0203 397 3119 or [info@mertoncil.org.uk](mailto:info@mertoncil.org.uk)





We will keep a note of when you tell us to stop doing something.

## 10. Links to websites



If we give links to websites of other organisations, this privacy notice does not cover how that organisation uses your information.

We think it is important to read the privacy notices on the other websites you visit.



## 11. Personal information about children

Main points:

We only keep information about children who are related to people who use our services.



We do not run services for children so we do not usually have personal information about children.

But we are sometimes given information about children when we are helping someone linked to them, such as a parent or a relative.



When we do have personal information about children, we use the same rules as for adults.



## Social media

Main points:

We sometimes contact people through social media. If this is something important we might need to keep the person's details.

Sometimes we contact people on social media like Twitter and Facebook.



We look at all this information and decide how we use it.

If you send a message or talk about us on social media, we will send a reply if we think we need to. If it is something important, we may need to keep some information about it in our files.





Sometimes we might share comments  
you have sent us on social media.

## 13. Information about other people

Main points:

If we are helping you and you give us information about another person. We only keep this if we need it and we will not tell the person that we have their information.

When we are doing our work, we are sometimes given information about people linked to the person we are helping.



This could be other people they live with or someone who they say has done a crime against them.

We will keep the information about these people if we need it to do our work to support the person using our service.





We will not contact these other people about this information.

And we will not tell the other person that we have this information, especially where this might mean the service user could be hurt by the other person.



## 14. Your rights

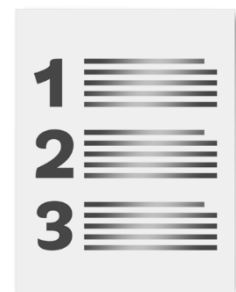
Main points:

You have the right to check what information we have about you and rights to tell us what to do with it.



You have these rights under GDPR:

- The right to be told about what information we have about you.



- The right to look at that information.



- The right to change anything that is wrong in the information we have about you.



- The right to ask an organisation to delete all information we have about you.



- The right to tell an organisation not to keep information about you that you do not want them to keep.



- The right to get your personal information from us to give to other people to use or do anything else you want to with it



- The right to complain about personal information that we have about you



It is important to know that we do not always have to do the things that you ask us to do under these rights.

This can happen if you ask us to change information about you that we think is right. Or if you ask us to delete information about you and we can show that we need the information because of the reasons we give in this notice, then we do not have to delete the information.





You can find out more about your rights under GDPR at [www.ico.org.uk](http://www.ico.org.uk).

If you are not happy with how we are using your personal information, you can tell the **Information Commissioner's Office** ([www.ico.org.uk](http://www.ico.org.uk)) that you think there is a problem.



**The Information Commissioner** makes sure organisations meet the GDPR and other laws about personal information.



## 15. How Merton CIL will make sure you get your rights?

Main points:

You can contact us about any of your rights and we will do everything that the GDPR says we have to do to help you.



You can ask to see the personal information we have about you by contacting us by phone or by writing to us.

If you talk to us on the phone, we will need to make sure that we are talking to the right person and not someone pretending to be you.



This might mean we cannot give it to you straight away when you call.

We will give you the information as soon as possible.



We will try not to take longer than 28 days to give you what you have asked for.

But we are allowed to take up to 3 months if it is something difficult or if someone asks for lots of different bits of information. If we need more time, we will let you know and tell you why.



If we do not do something which you have a right to ask us to do, we will contact you within 28 days and tell you:

- the reasons why we are not doing it.



- about your right to complain to the Information Commissioner's Office or another organisation that can help.



- about your right to go court to get it sorted out.



## 16. The cost of getting your information

### Main points

You do not usually have to pay to get your information.  
You might need to pay if you ask for something we have given to you before.



You will not have to pay us for copies of the personal information we have about you.

But we will ask you to pay a fee to cover our costs if you ask for things we have already given you but want us to give you again.



If you ask for something that is clearly not something you need or something that would take too much work, we do not have to do it.

## 17. What happens if something goes wrong

### Main points

If something goes wrong, like someone losing a file or someone stealing a computer, we might have to report it.

Under the General Data Protection Regulation there are important things that we have to do if something goes wrong with how we look after the personal information we have about you.



Things that can go wrong include us losing information or people who do not work for Merton CIL breaking into our files or computers.

The GDPR calls this a data breach. This means that law has been broken about how information should be kept





If this happens at Merton CIL, we will check how bad it has been and what problems there might be for you.

If we think there is going to be a problem, we have to report what has happened to the Information Commissioner's Office. If it is something you need to know about, we will contact you.



One of Merton CIL's managers will decide whether it is something that needs to be reported.

We will keep a record of like this that happen.



all problems

## 18. How long do we keep personal information?

### Main points

We keep information for 7 years after you stop using our services or being a member.



We keep different types of information for different lengths of time.

If you use our service, we will keep a file with information about how we have helped you for 7 years.



After 2 years we send it to somewhere that looks after old files and keeps them safe.

If we have not heard from you after 7 years, we destroy all your information.

A photograph of a hand holding a black pen, writing on a yellow form. The form has several lines for text. The first line is labeled 'Name' and contains the text 'R. Smith'. The second line is labeled 'Address' and contains the text '224 West St'. The third line is labeled 'Phone Number' and contains the text 'Manchester, N.H.'. The hand is positioned over the 'Phone Number' line, and the pen is writing the word 'Manchester'.

If you are a member of Merton CIL, we will keep your information for 7 years after you stop being a member.



## 18. How to contact us

Please contact us if:

- you have any questions
- you are worried about any personal information we have about you
- you want to ask us to do anything you have a right to ask us to do under the General Data Protection Duty.



The people you can contact at Merton CIL are Tom Lichy, Chief Executive Officer, or Charlet Wilson, Office Manager:

- By telephone: 0203 397 3119
- By post: Wandle Valley Resource Centre, Church Road, Mitcham, Surrey, CR4 3BE

S