



## Privacy Notice for Merton CIL's service users



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



**It is part of the Data Protection 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.**



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

Main points:

GDPR is the law that says what Merton CIL to look after information about you.

It says we have to tell you about any information we have about you and how we look after it.



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.

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.

Merton CIL does not provide services to children and young people under 18. We sometimes have personal information about children and young people under 18 as part of providing a service to another member of their family, the rules in this notice will apply to them.



If we are given information about other people as part of the work we do with you, we will not tell the other person about this.

## 2. How Merton CIL works



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 charity. 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 Joint Chief Executive makes sure that we follow all these rules. The Policy and Strategy Manager 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 January 2022.

### 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 (GDPR) 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 can trust us with their personal information.



### 3. The types of personal information we need and why we need it

Main points:

The types of personal information we need to keep include:

- contact details
- information for making sure we are helping all parts of the community
- information about the issue we are helping you with



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.





We also normally need to have a lot of information about you so we can help you with our service.

This includes:

- Your money and details about your work, if you work, if we need it as part of the help we are giving you. which we need touse 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 if we need to meet you. This can be medical information such as things you can or cannot eat or things we need to do if there is a problem.



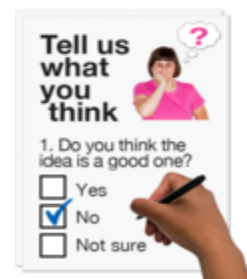
- Information about the help Merton CIL is giving you. This could be information about when we have been in touch and your meetings with workers at Merton CIL.



- 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 – we will keep this without your name if we can.



- If you visit our offices, we will ask you to give your name and the time you get here and the time you leave.



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

### Main points

We keep information for 7 years after you stop using our services.

After 7 years we destroy the information



We keep information for 7 years after you stop using our service so that we know about you if we help you again.

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.

## 5. Consent

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

Main points:

We get your consent to keep and use your information when we start working with you.

We will also check with you if we need to do anything different with your information.

When you start getting help from Merton CIL, we will check that you are happy for us to keep and use the personal information we need to give you the service.



If you do not want us to keep and use this information, we will not be able to help you.



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 we will make a note on our files to confirm you have given us consent.



We have organisations that check how well we are doing our work and we ask service users if it is OK for these organisations to contact them.

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



## 6. 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.

## 7. Your rights

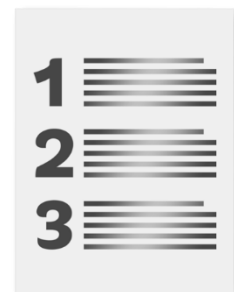
Main points:

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



You will not normally have to pay anything for asking for any of these rights.

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 but we still need it.

Sometimes we will need to keep information until the end of the year for reports and then delete it.





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.

## 8. What happens if something goes wrong

### Main points

If something goes wrong, like someone losing a file or someone stealing a computer, we sometimes have to let you know about it and 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 always keep a note when something like this happens.



## 9. How to contact us

- By telephone: 0203 397 3119



- By post: Vestry Hall, 336 London Road, Mitcham, Surrey, CR4 3UD



- By email: [info@mertoncil.org.uk](mailto:info@mertoncil.org.uk)



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 person you should contact is Charlet Wilson,  
Acting Joint Chief Executive and  
Office/Communications Manager.