



Nidderdale Plus Partnership Company No 5331403; Registered Charity No 1163998

Privacy Notice

Last updated and agreed by Trustees: 18 November 2020

Our contact details

Name: Nidderdale Plus Community Hub

Address: King Street, Pateley Bridge, Harrogate HG3 5AT

Phone Number: 01423 714953

E-mail: admin@nidderdaleplus.org.uk

What type of information we have

We currently collect and process the following information:

- Personal information, for example, name and contact details

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

1. you are a member of our community library and jigsaw library
2. you use our community transport service
3. you volunteer with us to provide services into the community
4. you are a member of Nidderdale Plus
5. you are one of our partners
6. you are reporting a police matter
7. you need help accessing front desk services from Harrogate Borough Council or North Yorkshire County Council

We also receive personal information indirectly, from the following sources in the following scenarios:

1. we receive personal contact details (name, address and telephone number) from Nidderdale Group Practice to enable us to carry out a local prescription delivery service
2. we receive personal contact details from North Yorkshire County Council Social Services and Harrogate Borough Council in our role as a Community Support

Organisation (CSO) during COVID 19 to help people with a variety of services or to signpost them on to appropriate services.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting admin@nidderdaleplus.org.uk.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

What we do with the information we have

We use the information that you have given us in order to deliver a range of services in our role as a community hub and CSO. We may share this information with our contractual partners.

How we store your information

Your information is securely stored on our computer system which has full security systems in place, such systems being regularly reviewed and updated by an IT specialist whom we retain.

We keep contact details for various periods of time, depending on the service. When you are no longer accessing any of our services, we will then dispose your information by permanently deleting all your contact information from our computer system.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at: Nidderdale Plus Community Hub, King Street, Pateley Bridge, Harrogate HG3 5AT; telephone: 01423 714953; email: admin@nidderdaleplus.org.uk if you wish to make a request.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Helpline number: 0303 123 1113