



Nidderdale Plus Partnership Company No 5331403; Registered Charity No 1163998

## Privacy Notice

**Last updated and agreed by Trustees: 23 April 2024**

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### **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](mailto:admin@nidderdaleplus.org.uk)

### **What type of information we have**

We currently collect and process the following information:

- Personal information, for example, name, address and contact details
- Physical or mental health details, or medical information, which are relevant to assessing your needs in accessing some of our services. Information relating to your health is special category data and such information requires special protection by law. We will always explain what information we require and why it is needed when collecting this information. It will always be processed and stored securely.

### **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, meals on wheels or our befriending 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 North Yorkshire 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 Council Social Services in our role as a Community Anchor Organisation (CAO) 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](mailto: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 CAO. 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](mailto: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