

PRIVACY NOTICE



Overley Hall Ltd Privacy Notice

Our contact details

Name: Lynn Thompson

Address: Overley Hall Ltd, Wellington, Telford, TF6 5HE

Phone Number: 01952 740262 Ext 201

E-mail: lynnthompson@overleyhall.com

Data Protection Officer: Lorna Deakin

Phone Number: 01952 740262 Ext 232

E-mail: lornadeakindpo@overleyhall.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details) this includes family and social care
- Bank account details of staff, authorities and service providers
- Special category data such as, medical conditions, medication, disability information
- Safeguarding information
- Behaviour data and analysis
- Information in relation to DBS applications
- Qualifications.

How we get the personal information and why we have it

Overley Hall Ltd collects information in the following ways:

1. *When you directly give it to us ("Directly Provided Data")*

When you communicate with us, you may choose to voluntarily give us certain information – for example, by filling in text boxes or completing registration forms. All this information requires a direct action by you at that time for us to receive it

2. *When you give us permission to obtain from other accounts ("User Authorised Data")*

Depending on your settings or the privacy policies for other online services, you may give us permission to obtain information from your account with those other services. For example, this can be via social media or by choosing to send us your location data when accessing our website from your smartphone

When visiting and using our website:

1. Information about you that you give us by filling in forms on our website or by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you report a problem with our website. The information you give us may include your name, address, e-mail address and phone number
2. Regarding each of your visits to our website, we will automatically collect the following information:
Technical information, including the Internet protocol (IP) address, browser type and version, time zone, browser plug-in types and versions, operating system and platform, information about your visit, including the pages and other content you view, website interaction information (such as scrolling, clicks, and mouseovers), load times and errors
3. Information we receive from other sources.
This information we receive about you if you use any other websites we operate, service we provide and includes information we receive from third parties. In this case we will have informed you when we collected that data if we intend to share those data internally and combine it with data collected on this site.

Choosing how we use your data

We understand that you trust us with your personal information, and we are committed to ensuring you can manage the privacy and security of your personal information yourself.

We use the information that you have given us to:

- Fulfil our legal obligations with authorities and current legislation
- Provide a service to the young people and keep them safe
- Recruit and employ appropriate staff and fulfil our legal obligations to them
- To provide a service to parents and carers and keep you informed.

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

- (a) Your consent. You can remove your consent at any time. You can do this by contacting Lorna Deakin (DPO) or Lynn Thompson (Director).
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (f) We have a legitimate interest.

Your data protection rights

With respect to the information relating to you that ends up in our possession, and recognising that it is your choice to provide us with your personally identifiable information, we commit to giving you the ability to do all the following:

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 personal 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 personal information in certain circumstances.
- **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal 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 Lynnthompson@overleyhall.com if you wish to make a request.

Our website may, from time to time, contain links to and from the websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies/notices and that we do not accept any responsibility or liability for these policies. Please check these polices before you submit any personal data to these websites.

Disclosure of your information

Overley Hall Ltd. Will not sell or rent the personal information transmitted to us by others outside of the organisation and will not use submitted information for purposes other than those set out when contacting us.

We may have to share your personal data with specific third parties who provide services to us such as

- Third parties who host our website and service
- Third parties who use to help us develop, support and maintain our website and service.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow third party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

How we store your personal information

Your information is securely stored digitally on secure servers within the United Kingdom.

Overley Hall Ltd will not retain your personal information longer than necessary. We will hold onto the information you provide to be able to deliver the Services to you, for as long as is necessary to provide support-related reporting and trend analysis only.

If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period of time as required, even after it is no longer needed to provide the Services to you.

Cookies

Please see our separate **cookies information (/cookies-policy/)** on the website.

Changes to our privacy notice

Please note, we are constantly reviewing how we process and protect data. Therefore, changes to our policy may occur at any time. We will endeavour to publicise any changes.

Contact

Any questions, comments and requests regarding this privacy notice should be addressed to: Overley Hall Ltd, Wellington, Telford TF6 5HE.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at lynnthompson@overleyhall.com or lornadeakindpo@overleyhall.com

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

ICO website: <https://www.ico.org.uk>

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