 **Privacy notice for Therapy and Specialist Support**

You have a legal right to be informed about how the Together Trust uses any personal information that we hold about you. To comply with this, we provide a ‘privacy notice’.

Personal information is any information that relates to an individual that can be used directly or indirectly to identify them. This includes information such as name, date of birth and address. This may also include sensitive personal information, such as someone’s religion or medical details.

This notice explains how we collect, store and use personal data about you and/or your child.

**Who we are**

**The Together Trust** is a charity that offers care, support and special education to children, adults and families.

The Together Trust provides a number of **Therapy and Specialist Support Services** to children and young people. These include Speech and Language Therapy, Occupational Therapy, Positive Behaviour Services, Psychology and Sleep Services.

The Together Trust has a **Data Protection Officer** who can be contacted;

By email: [dataprotection@togethertrust.org.uk](mailto:dataprotection@togethertrust.org.uk)

Or by writing: DPO, Together Trust Centre, Schools Hill, Cheadle, SK8 1JE

**The personal data we collect and hold**

We hold personal information about you and/or your child to make sure we can support you when you access our services.

Personal information that we may collect, use, store and share (dependent on service and when appropriate) about you and/or your child includes, but is not restricted to:

* Names and address
* Date of birth
* Contact details
* Background referral details
* Parent and carer details
* Financial details
* Language and communication needs
* Safeguarding Information/Child Protection Information. Confidential child protection/Safeguarding records may be held and do not need consent from a Parent/Guardian.

We may also collect, use, store and share (dependent on service and when appropriate) information about you that falls into "special categories" of personal data. This refers to information, which is more sensitive to you and/or your child and therefore needs greater protection from us. This includes, but is not restricted to:

* Information about any medical conditions or health needs.
* Race and ethnicity
* Sexual life/orientation
* Religious or other similar beliefs

**Why we use this data**

We use this data to:

* To support you in the services set out above (eg, face to face, virtual)
* To enable you to receive communications from us about this service
* Deliver the service in line with individual contract arrangements with our funders
* Assess the quality of our service

**Use of your personal data in automated decision making and profiling**

We do not currently put your personal information through any automated decision making or profiling process. This means we do not make decisions about you using only computers without any human involvement. If this changes in the future, we will update this notice in order to explain how we do this to you, including your right to object to it.

**Why are we allowed to use your data?**

We only collect and use your personal data when the law allows us to.

Most commonly, this is where:

* We have consent from you
* We need it for the performance of a contract (I.e. to provide you/your child with our services)
* We have a legitimate interest to use your data. There will be a minimal impact on your privacy and we have a strong reason to use it (i.e. to improve our service care)

**Our basis for using special category data**

For ‘special category’ data (more sensitive personal information), we only collect and use it when we have both a lawful basis, as set out above, and one of the following conditions for processing as set out in data protection law:

* We have obtained your explicit consent to use your information in a certain way
* Provision of health and social care
* We need to use it to make or defend against legal claims

**How we store this data**

We keep personal information about you and/or your child while you are accessing our service. We may also keep it after you leave for a minimum of 25 years from date of birth, or longer, if this is necessary, in order for us to comply with our legal responsibilities.

Children’s records are stored securely and information is accessed on a ‘need to know basis’ only.

In general, we will try to keep data only for as long as we need it and will securely destroy it afterwards. You can request our full retention schedule by contacting our [Data Protection Officer](mailto:dataprotection@togethertrust.org.uk).

**Data sharing**

We do not share information about individuals with any third party without your consent unless the law and our policies allow us to do so.

We will share your information with the following relevant parties who are involved in the administration of this service:

* With your consent, information about your child’s needs will be shared with other professionals involved in your child’s care, (I.e., school, pediatrician).
* Service Commissioners where appropriate (statistical)
* People or organisations we have to, or are allowed to, share your personal information with by law (for example, for crime prevention or safeguarding purposes)
* We sometimes use trusted data processors who are third parties who provide elements of services for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. These might include third party IT platforms (including cloud‐based platforms) and suppliers of IT support or other specialist services.

**Transferring data internationally**

If we ever have to transfer personal data about you to a country or territory outside the European Economic Area, we will do so in accordance with data protection law.

**Can I see my data?**

You have a right to make a request to see the personal information that the Together Trust holds about you (and your child with their consent). This is called a ‘subject access request’.

To request access, or consent for someone to access this information on your behalf, please contact the [Data Protection Officer](mailto:dataprotection@togethertrust.org.uk).

**Other rights**

You also have other rights regarding how your personal data is used and kept safe. This includes the right to:

* Say that you don’t want your personal information to be used
* Stop it being used to send you marketing materials
* Say that you don’t want it to be used for automated decisions (decisions made by a computer or machine, rather than by a person)
* In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
* Make a complaint to the Information Commissioner’s Office or claim compensation if the data protection rules are broken and this harms you in some way

The Together Trust has produced a guide [‘Know you rights’](https://www.togethertrust.org.uk/sites/default/files/Know%20your%20rights%20V2.pdf) to explain these in more detail. To exercise any of these rights please contact our [Data Protection Officer.](mailto:dataprotection@togethertrust.org.uk)

**Complaints**

We take any complaints about our collection and use of your personal information very seriously.

If you think that our collection or use of your personal information is unfair, misleading or inappropriate, or have any other concern, please raise this with us in the first instance by contacting our [Data Protection Officer.](mailto:dataprotection@togethertrust.org.uk)

You can also make a complaint to the Information Commissioner’s Office:

* Report a concern online at <https://ico.org.uk/make-a-complaint/>
* Call 0303 123 1113
* Or write to: Information Commissioner’s Office, Wycliffe House, Water Lane,

Wilmslow, Cheshire, SK9 5AF