

## MPS Care Group Privacy Notice

### Processing of Personal Information of MPS Care Supporters

This privacy notice provides information about the personal information that MPS Care collects about you whether online, via phone, mobile, email, letter or other correspondence and your rights. It refers to information collected from our supporters which include our donors, fundraisers and fundraising volunteers, our advocates and individuals who support the aims of the organization. By providing us with your personal information you will be agreeing to your information being used in the ways described in this notice.

#### 1. Personal Information Collection

Personal information is information that can be used to identify you or is about you. MPS may request from you and process the following Personal Information (P) and Special Categories of Personal Information (S):

- Name (P)
- Postal address (P)
- Telephone number (P)
- Mobile number (P)
- Email address (P)
- Bank Account Details (P)
- Debit/credit card details (P)
- Whether you are a UK tax payer (P)
- Information relating to a specific activity may require additional information e.g. medication (S), emergency contact details (P), date of birth (P), evidence of qualifications, DBS record.
- Photos (P)

MPS may collect personal information about you when you ask about our activities, make a donation to us, register for an event, engage with our social media, order products and services (such as newsletters) or otherwise give us personal information.

We do not usually collect special categories of personal information about you unless there is a clear reason for doing so, such as participation in an event where we need this information to ensure we provide appropriate facilities for you. We will ensure that special category personal information is only retained for a length of time required to fulfil the service required.

If you use your credit or debit card to donate to us, we will ensure your payment is processed securely and in accordance with the Payment Card Industry Data Security Standard. We do not store your credit or debit card details following the completion of

your transaction. All card details and validation codes (CVC) are securely destroyed once the payment or donation has been processed. Only staff authorized to process payments will be able to see your card details.

## 2. Processing of Personal Information & Legal Basis

MPS Care will only process Personal Information:

- To process any donation(s) we receive from you
- For administration purposes – e.g. to contact you about an event you have registered for or about a donation you have made
- To provide you with any specific information you have requested
- To send you regular communications which you have requested.
- To invite you to participate in research or surveys
- To help us to campaign on issues affecting older people
- To analyse and improve the services we offer
- Where it is required or authorized by law .e.g. the Financial Conduct Authority (FCA) require us to keep financial transaction information for 7 years.

## 3. Information Sharing

MPS Care will not sell or swap your data with any third parties. We will not share your information with any third party for marketing purposes.

We use selected third-party service providers, agents or other associated organisations for the purpose of completing tasks. They will only use the data to carry out the required task and will not share it.

## 4. Transfers to other countries

MPS Care will not transfer your Personal Information outside of the European Economic Area.

## 5. Securing your information

We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible. This includes precautions to prevent the loss, misuse or alteration of your personal information.

MPS uses computer systems and physical security to ensure that access to your personal information is only allowed on a need to know basis.

## 6. Retention of Personal Information

Your Personal Information required for the agreement will be retained as follows:

Record	Retention Time
Personal information	7 years from the last donation, if you have given a donation.

	2 years since your last contact with MPS if you have not given a donation.
Special Categories of Personal Information	6 months after completion of the activity it was collected for.

## 7. Your Rights in relation to your Personal Information

- a. The right to be informed – covered in the Privacy notice
- b. The right to access – you have the right to make a Subject Access Request asking for information about, or copies of, the information we hold and the way it is used
- c. The right to rectification – as soon as you become aware that some information is incorrect let the home manager know or inform the Data Protection Officer
- d. The right to erasure – request the deletion or removal of personal information where there is no compelling reason for its continued processing
- e. The right to restrict processing – you can request that we stop any processing if the information we are processing is incorrect
- f. The right to data portability – you can request the personal information provided by yourself, be exported in to a universal format so it can be imported into another system
- g. The right to object – to processing relating to marketing and profiling
- h. The right not to be subject to automated decision-making including profiling
- i. The right to lodge a complaint with the Information Commissioner’s Office.

### **MPS may also process:**

- Photos and videos of care records or for use in the home
- CCTV records where applicable

MPS Care may ask for your consent to use photos and videos to promote the services provided by MPS. A Photography Consent form will be required which references the Privacy Notice for Photos and Videos.

## 8. Contact

The Data Protection Officer can be contacted via:

Email: [enquiries@mpscare.co.uk](mailto:enquiries@mpscare.co.uk)

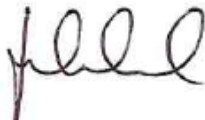
Phone: 01773 546736

Post: MPS Care Group, 6/7 Key Point Office Village, Nix’s Hill, Alfreton, Derbyshire DE55 7FQ

**Review**

This policy should be reviewed on an annual basis.

Signed:



Date:

January 2019

Policy review date:

January 2020



MPS Care Group