



## Headway Suffolk

Ground Floor  
Epsilon House  
West Road  
Ipswich  
Suffolk IP3 9FJ

Tel. 01473 712225

### Privacy Notice

One of your rights is a right to be informed, which means we have to give information about the way in which we use, share and store your personal information.

### How we use your information

This privacy notice tells you what to expect when Headway Suffolk collects personal information. It

### Visitors to our websites

When someone visits [www.headwaysuffolk.org.uk](http://www.headwaysuffolk.org.uk) collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website

### People who contact us via social media

If you send us a private or direct message via social media the message will be stored for three months. It will not be shared with any other organisations.

### People who email us

We use Microsoft 365 to encrypt and protect email traffic We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any

email you send is within the bounds of the law. All emails are deleted after 12 months.

ed at the end.

## People who make a complaint to us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

## People who use Headway Suffolk services

We have to hold the details of the people who have requested a service in order to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes and to comply with the Care Act and CQC requirements.

## CCTV cameras

We have CCTV in our main hubs and cars. The footage is only viewed when there is an incident. It will be deleted as soon as the investigations are over. The CCTV is on a 7 day loop after which footage is deleted

## Job applicants, current and former employees

## What will we do with the information you provide to us?

All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

## What information do we ask for, and why?

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for but it might affect your application if you don't.

## Application stage

If you use our online application system, this will be collected by a data processor on our behalf (please see below).

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

You will also be asked to provide equal opportunities information. This is not mandatory information – if you don't provide it, it will not affect your application. This information will not be made available to any staff outside of our recruitment team, including hiring managers, in a way which can identify you. Any information you do provide, will be used only to produce and monitor equal opportunities statistics.

## Shortlisting

Our managers shortlist applications for interview. They will not be provided with your name or contact details or with your equal opportunities information if you have provided it.

## Assessments

We might ask you to participate in assessment days; complete tests or occupational personality profile questionnaires; and/or to attend an interview – or a combination of these. Information will be generated by you and by us. For example, you might complete a written test or we might take interview notes..

If you are unsuccessful following assessment all data will be shredded

## ■ Your rights

Under the Data Protection Act 1998, you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

.

## ■ Access to personal information

Headway Suffolk tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to the Headway Suffolk or any personal information we may hold you need to put the request in writing addressing it to the CEO. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone

## ■ Disclosure of personal information

In many circumstances we will not disclose personal data without consent. However when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies.

HR files

We keep basic HR information in ex employees for 7 years.