

# **Formby Befriending Scheme (FBS) Privacy Notice**

## **Why we collect and keep information about you**

FBS aims to provide you with the highest quality of service. To do this we keep relevant records about you and the service we have provided or plan to provide for you.

These records will be specific to the type of service you are accessing and may include:

- Basic details about you, like address, date of birth, telephone number, etc
- Contact we have had with you such as meetings / visits
- Notes and reports about your circumstances (eg: your health)
- Details and records about your interaction with the service (ie: case notes)
- Relevant information from other people who hold information about you, such as relevant professionals, relatives, etc.

It is good practice for FBS volunteers and representatives to:

- Agree with you what they are going to record about you
- Agree with you what information they will collect from other (specified) people
- Show you what they have recorded about you, if you ask.

Normally information is collected directly from you; however in some cases we receive personal information about you as part of a referral from a partner agency or from other services that are or have previously been providing you with services. Whatever the source, we are committed to holding your records in strict confidence.

## **Confidential information**

All personal information held by FBS is kept safe. Everyone looking at your record, whether on paper or computer, is obliged to keep the information confidential. We will aim to share only as much information as people need to know to play their part in providing you with the services you have requested. We will never share your personal data with third-parties for marketing purposes. Other information, that does not include your personal details, may be used for planning, training and research.

## **How your records are used**

Volunteers and representatives of FBS involved in providing your service will use your records to:

- Provide a good basis for decisions made by you and by them in your regard
- Allow you to work with those providing your service
- Make sure your service is delivered safely and effectively
- Work effectively with others providing you with services

Others may need to use records about you to:

- Protect you or others from harm
- Check the quality of service provided
- Help investigate any concerns or complaints you or your family have about the service you receive

- Manage the organisation
- Help with planning and research

## **How we share your information**

When we provide you with a service/s, we will share your record with the people/volunteers providing you with a service or checking the quality of your service (unless you have asked that we limit how we share your record).

We will not share information that identifies you for any reason other than providing your services, unless:

- you ask us to do so;
- we ask and you give us specific permission;
- we have to do this by law;
- we have special permission because the public good is thought to be of greater importance than your confidentiality.

We will only share your share your information with partner agencies with your specific permission.

## **When we destroy your information**

The length of time we keep your records is dependent on the nature of the service provided. We will remove your information from all FBS sources in line with our Data Retention Schedule.

## **Your rights**

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998, the General Data Protection Regulation 2018 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

You also have the right to ask for a copy of all records we hold about you. Your request must be made in writing and you will need to give adequate information (for example full name, address, date of birth, etc). We will generally provide this information free of charge and are required to respond to you within one month. You will be required to provide identification before any information is released to you.

You have the right to rectify your information; if you think anything in your record is inaccurate, please approach the person in charge of your service.

You have the right to restrict how we process your information and you can also request that we remove your information altogether.

## **Who should you contact if you have a query?**

FBS is the Data Controller for your personal information; queries should be directed to:

Methodist Church Befriending Office  
4 Elbow Lane, Formby L37 4AF

Tel: 07437 479417

Email: [info@formbybefriendingscheme.org.uk](mailto:info@formbybefriendingscheme.org.uk)

## **Supervisory Authority and Notification**

Data Protection is regulated in the UK by the Information Commissioners Office (ICO). You have the right to lodge a complaint with the ICO if you are unhappy with the way FBS has treated your information.

The Information Commissioner,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF  
Tel: 01625 545745  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

## **How we use the information we collect to improve our website**

FBS collects personally identifiable information from the visitors to our website only on a voluntary basis. Personal information collected on a voluntary basis may include name, postal address, email address, company name and telephone number.

This information is collected if you request information from us and sign up to join our email list or request some other service or information from us. The information collected is internally reviewed, used to improve the content of our website, notify our visitors of updates, and respond to visitor enquiries.

Once information is reviewed, it is discarded or stored in our files. If we make material changes in the collection of personally identifiable information we will inform you by placing a notice on our site. Personal information received from any visitor will be used only for internal purposes and will not be sold or provided to third parties.

## **Use of Cookies**

We may use cookies to help you personalise your online experience. Cookies are identifiers that are transferred to your computer's hard drive through your Web browser to enable our systems to recognize your browser. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalise the sites pages, or register with any of our site's services, a cookie enables FBS to recall your specific information on subsequent visits.

You have the ability to accept or decline cookies by modifying your Web browser; however, if you choose to decline cookies, you may not be able to fully experience the interactive features of the site.

Browsers can be set to accept or reject cookies or notify you when a cookie is being sent. Privacy software can be used to override web beacons. Taking either of these actions shouldn't cause a problem with our site, should you so choose.

## **Children's Online Privacy Protection Act**

The FBS website is directed to adults; it is not directed to children under the age of 13. We operate our site in compliance with the Children's Online Privacy Protection Act, and will not knowingly collect or use personal information from anyone under 13 years of age.

### **Non-Personal Information**

In some cases, we may collect information about you through our website that is not personally identifiable. We use this information, which does not identify individual users, to analyse trends, to administer the site, to track users' movements around the site and to gather demographic information about our user base as a whole. The information collected is used solely for internal review and not shared with other organisations for commercial purposes.

### **Release of Information**

If Formby Befriending Scheme is closed, the information we have obtained from you through your voluntary participation in our site may transfer to the new owner as a part of the sale in order that the service being provided to you may continue. In that event, you will receive notice through our website of that change in control and practices, and we will make reasonable efforts to ensure that the purchaser honours any opt-out requests you might make of us.

### **How You Can Correct or Remove Information**

We provide this privacy policy as a statement to you of our commitment to protect your personal information. If you have submitted personal information through our website and would like that information deleted from our records or would like to update or correct that information, please use our [Contact Us](#) page.

### **Updates and Effective Date**

FBS reserves the right to make changes in this policy. If there is a material change in our privacy practices, we will indicate on our site that our privacy practices have changed and provide a link to the new privacy policy. We encourage you to periodically review this policy so that you will know what information we collect and how we use it.

### **Agreeing to Terms**

If you do not agree to Formby Befriending Scheme's Privacy Policy as posted here on this website, please do not use this site or any services offered by this site.

Your use of this site indicates acceptance of this privacy policy.