

# ThornerCares Privacy Policy

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## ThornerCares contact details

Address: c/o 17 Main Street, Thorner, Leeds LS14 3DX

Phone number: 0113 880 5255

Email: [thornercares@outlook.com](mailto:thornercares@outlook.com)

## 1. The type of personal information we collect

We currently collect and process the following information:

### a Volunteers

Name, address, telephone number, email address, availability to provide support and what type of support they are able to provide.

### b Service users requesting general support services

Name, address, telephone number, email address, support requested, method of contact, notes to assist in the delivery of support.

### c Service users requesting prescription collection from Collingham Surgery

Name, address, telephone number, prescription payment status, whether it is a one-off or repeat prescription, collection date.

## 2. How we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- to maintain a register of volunteers from which we can identify which volunteers are available at any given time to respond to requests for support
- to enable contact to be made with volunteers as requests for support are assigned
- to enable claims for volunteer expenses to be processed
- to maintain a log of service users who have requested support and the volunteers that have been assigned to them
- to enable contact with service users with regard to the support being made available

We record no personal information received indirectly from any third party.

## 3. How and where we record and store your personal information

We record the information you have given us in:

- a Register of Volunteers spreadsheet
- a Request for Assistance spreadsheet
- a Prescription Control spreadsheet
- a Record of Volunteers' Expenses Claims spreadsheet
- a ThornerCares WhatsApp group (Volunteers only)

The information we hold on the spreadsheet files listed above is securely stored in the cloud-based Dropbox file-sharing service. Access to the files is restricted to ThornerCares Coordinators only. Password-protected backup copies are also held on the local drives of the Thorner coordinators.

We will keep all the information contained in the files at 3 above until ThornerCares ceases to operate. We will then dispose of this information by permanently deleting all live files from Dropbox and all backup files held locally by the coordinators with the exception of records relating to the payment of expenses from public funds, which will be retained in line with the requirements of the grant-awarding bodies.

#### 4. How and with whom we share your personal information

Information is shared to facilitate the delivery of support to those requesting services from ThornerCares as follows:

- The contact details of volunteers, including name, telephone number and email address are shared by means of telephone message, WhatsApp or email with the service users to which they are assigned and with any other volunteer with whom they share the task of providing support.
- The contact details and support requirements of service users are shared with volunteers assigned to their request by means of telephone and private WhatsApp messages.
- The prescription information of service users requesting the collection of prescriptions is shared with Collingham Surgery via email and with a designated team of volunteers on the Prescription Collection Rota by means of private WhatsApp messages.

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is your consent. You are able to remove your consent at any time. You can do this by contacting ThornerCares by email [thornercares@outlook.com](mailto:thornercares@outlook.com) or by telephone on 0113 880 5255.

#### 5. Your data protection rights

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 [thornercares@outlook.com](mailto:thornercares@outlook.com), or on 0113 880 5255 if you wish to make a request.

## 6. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [thornercares@outlook.com](mailto:thornercares@outlook.com), or on 0113 880 5255. 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>