

## **QEF Central Services Privacy Policy**

QEF Leatherhead Court understands that privacy and the security of your personal information is extremely important. Because of that, this policy sets out what we do with your information and what we do to keep it secure. It also explains where and how we collect your personal information, how long we will keep it, who we share it with as well as your rights over any personal information we hold about you.

### **Service user records**

#### **What information do we have or hold on you?**

Building sign in information, complaints and compliments, financial records, accident-related personal data, email correspondence, meeting attendance lists, non-clinical quality assurance records, tenders, estates building plans, financial accounts.

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

- You have made a complaint or enquiry to us.
- You have made an information request to us.
- You wish to attend, or have attended, an event – or would this just be E&P?
- You are representing your organisation.
- You have been involved in an accident on our site.

We also receive personal information indirectly, in the following scenarios:

- From other public authorities, regulators, or law enforcement bodies.
- An employee of ours gives your contact details as an emergency contact or a referee.

### **Lawful basis**

The GDPR requires us to rely on one or more lawful grounds to process your personal information. These are the grounds we think are relevant:

- Where you have given us your consent for us to use your personal information in a certain way. For example, visiting Leatherhead Court, working with departments or staff within Leatherhead Court, when in contract for utility, catering, consumable contracts for Leatherhead Court.
- Where necessary so that we can comply with a legal obligation. For example, where we need to share your personal information with regulatory bodies which govern our work and services.
- Where it is in your/someone else's vital interests.
- Where necessary for the performance of a contract which we have with you or to take steps before entering a contract.
- To enable information to be shared with you.

### **How we use your information**

**Personal information which you supply to us may be used in several ways, for example:**

- To provide/ work collaboratively with you to provide services

- Help us understand more about you and to improve our service
- To ensure efficient and accurate administration of your request
- To process your request or payment
- To manage your case or complaint
- Help answer your questions and solve any issues you have

**In an anonymised format only for statistical analysis to:**

- Provide services to the wider community using anonymised information
- Support a grant or funding application through the use anonymised information
- Report to existing funders
- Inform annual reports

In accordance with our retention policy, we will keep your personal information for 3 - 10 years after which it will be securely disposed of. If you would like a copy of our retention period, please email [Dataprotection@qef.org.uk](mailto:Dataprotection@qef.org.uk) outlining your request.

**How we will ensure your information is kept safe**

**We take security measures to protect your information including:**

- Ensuring only authorised personnel have access to administrative areas of the building
- Storing paper-based information in lockable areas
- Limiting access to paper-based and electronic information to those who need to see it
- Running through ID verification questions before disclosing information over the telephone
- Implementing access controls to our information technology
- Disposing of data at the end of the retention period
- Information will only be transferred outside of the UK with your consent and if specified secure conditions are met.

**Your personal data will be disclosed to:**

- Funders including solicitors, insurance companies and employers
- Relevant staff at Leatherhead Court

**We may disclose your personal data to third parties when permitted to do so including:**

- Where we are acting as the data processor for another data controller
- Where we have a contract with a processor acting on our behalf
- If we have a lawful basis for doing so
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation. This includes providing your personal data to other organisations, such as the Police or Safeguarding Team for the purposes of prevention and detection of crime.

We will not disclose your data to anyone else without your consent.

**Your rights**

We will ensure you can exercise your rights in relation to the personal data you provide to us.

**You have the right:**

Of access; to rectification; to erasure; to restrict processing; and to object. You have the right to data portability and where QEF use an industry standard application, we will provide portable data formats. If you wish to exercise these rights, please contact [dataprotection@qef.org.uk](mailto:dataprotection@qef.org.uk) There is an additional right relating to automated decision making but QEF does not undertake any automated decision-making activities.

If you have any privacy-related questions or unresolved problems relating to the use of your personal data, you may complain to us by contacting us at [dataprotection@qef.org.uk](mailto:dataprotection@qef.org.uk) You also have the right to complain to the Information Commissioner's Office about our collection and use of your personal data. They can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, [www.ico.org.uk](http://www.ico.org.uk)

### **Changes to our privacy notice**

We keep our privacy notice under regular review, and we place any updates on this web page. This privacy notice was last updated in May 2023. For further information on how your information is used, how we maintain the security of your information, your rights to access information we hold on you, or details on how long we hold your information, please contact us at, [info@qef.org.uk](mailto:info@qef.org.uk) or write to us at: QEF, Leatherhead Court, Woodlands Road, Leatherhead, Surrey, KT22 0BN