



SOMERSET & WESSEX EATING DISORDERS ASSOCIATION

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Privacy & Cookie Policy

Owner	Sam Best				
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	26/06/2020		2		15/07/2020 MC
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Introduction

Your privacy is important to SWEDA. We are committed to letting you know how we use your personal information and to making only responsible use of your data.

Whose data do we collect?

We hold data on clients receiving or who have received our services, employees and ex-employees, volunteers and ex-volunteers, stakeholders and partners including health professionals and charity organisations, supporters and donors, course and events attendees.

Information about you

We will collect personal information from you when you or your organisation enquires about our services, activities, or subscribes to our services. This may include your name, title, email address, physical address, telephone numbers and job title. We may also ask for some additional personal information that is relevant to our services. You can choose not to give us any personal sensitive information. Any personal data information you provide is securely stored on our database or in a locked cupboard. Permissions are set on the database to ensure workers only have access to relevant information, it is a disciplinary offence to access a client's file without any due reason to.

How we use this information

We will not sell or share your information to third parties for marketing purposes. We will use your personal information to:

- Provide appropriate care and support via our services
- Provide information you have requested, for administrative purposes and to keep you updated of our services and activities.

For clients of our service we may if necessary and deemed in your best interest, share your personal information with another health care provider. We will always obtain your consent to do this unless there is a safeguarding or

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legal reason dictating this is not possible. We will only disclose your data if required to do so by law.

We may receive personal data about you from third parties, such as referrals from GP's or other health professionals. For employees and volunteers, we also collect references supplied by former employers and information from criminal records checks permitted by law.

Security of your information

We will take reasonable precautions to prevent the loss, misuse or alteration of information you give us.

All information is stored on our database, which is only accessed by relevant employees and volunteers, who have differing levels of privacy privileges i.e. only Counsellors and the Clinical Lead are able to access client notes. Passwords are changed every 3 months. Any paper files are kept in a locked cupboard and are marked confidential. We have a 2-step authentication process upon signing into our database, which strengthens our commitment to safe data storage.

Communications in connection with our service may be sent by e-mail via Microsoft 365. For exchanging patient info with the NHS, we use an extra encryption service to send and receive messages. Some other agencies send us encrypted information and again, we always reply using the same platform that the message was sent through.

We understand that e-mail is not a fully secure means of communication. Whilst we endeavor to keep our systems and communications protected against viruses and other harmful effects, we cannot bear responsibility for all communications being virus-free.

Cookies

We may place and access certain Cookies on your computer. We use Cookies to gain analytical and performance information, which allows us to count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily. We do not use your personal information.

It is recommended that you ensure your internet browser is up-to-date and that you consult the help provided by your internet browser if you are unsure about adjusting privacy settings. You can choose to enable or disable Cookies in your internet browser and delete Cookies at any time.

Your rights

If we hold data on you, you have a number of rights. You can:

- Access and obtain a copy of your data on request
- Request SWEDA to change incorrect or incomplete data
- Request SWEDA to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- Object to the processing of your data where we rely on legitimate interests as the legal ground for processing your data
- Ask SWEDA to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override SWEDA's legitimate grounds for processing data.

If you would like to exercise any of these rights, please write to the Chief Operating Officer at sambest@swedauk.org

If you believe that SWEDA has not complied with your data protection rights, in the first instance you can complain to the CEO at paula@swedauk.org and ultimately to the Information Commissioner Office (ICO) at <https://ico.org.uk/>

Other information

This privacy policy may be updated from time to time, so please check it periodically.

Links within our sites to other websites are not covered by this privacy policy.

This privacy notice has been prepared in accordance with the General Data Protection Regulation (EU) 2016/679 ("GDPR") and the Data Protection Act 2018.