



North Tyneside LINK Data protection policy May 2011

1. Introduction:

When you join the LINK and/or supply us with information we have legal obligations towards you. The Data Protection Act imposes a number of obligations on us. In summary these are that we should ensure that any personal identifiable data we hold about individuals is:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept longer than necessary
- Processed in accordance with data subjects' rights
- Secure
- Not be transferred to countries outside the EEA without adequate protection

This policy aims to show how we will fulfil these obligations to both LINK members and to individuals in our community who supply us with information and evidence.

2. Our obligations to individuals who are not LINK Members but who supply us with information and evidence

- 2.1 We will write to all individuals who raise issues with us acknowledging their issue, thanking them for their interest and telling them what we plan to do with what they have said to us.
- 2.2 The electronic record of what they have told us will include personal details that are limited to their name and contact details. We hold these details in case we need to get back to them and will not share them with other parties without their express permission. We will not use these personal details for any other purpose and will not release them to other parties.
- 2.3 We reserve the right to use the data, after ensuring that we have removed any details that would allow any individual to be identified, in reports.
- 2.4 We will keep this information in our database for a period of no longer than 7 years after the closure of the project and individuals have the right to see a copy of the record.
- 2.5 You have a right to request a copy of the personal information that North Tyneside LINK holds about you and to have any inaccuracies corrected. We will ask for confirmation of identity before we disclose any personal information. Although we have a right to impose a charge for processing such requests we will waive the charge for the first request.

3. LINK members

- 3.1 When you join the LINK you provide us with information about yourself, or your organisation, and the areas of health provision and social care that are of particular interest to you. LINK members and others will also provide us with information about issues that you feel we should know about or experiences you have had that might be relevant to our work. This information is recorded and held on our database.
- 3.2 From time to time you may choose to share experiences with us or supply us with other evidence. We reserve the right to use the data, after ensuring that we have removed any details that would allow any individual to be identified, in reports.
- 3.3 Our project records will also include electronic records of the individuals who have made contributions to the project.
- 3.4 We will use the personal information gathered about our members by North Tyneside LINK for the following purposes:
- To process and respond to requests, enquiries and complaints received from LINK members
 - To communicate with LINK members about areas of our work that they have explicitly expressed an interest
 - To analyse trends and identify gaps in our membership and to provide statistical data.

We will not share personal identifiable information with any other parties without your express permission.

- 3.5 We will hold personal information about you on our systems for as long as you are a member of the LINK and we will remove it when you leave, unless you specifically agree otherwise. In the event of your leaving the LINK information about issues you have raised with us will be treated in the same way as issues raised by non members (2.2 – 2.4)
- 3.6 You have a right to request a copy of the personal information that North Tyneside LINK holds about you and to have any inaccuracies corrected. We will ask for confirmation of identity before we disclose any personal information. Although we have a right to impose a charge for processing such requests we will waive the charge for the first request.
4. This policy will be reviewed in April 2012.

LINK Manager
May 2011