

**Hearing Help Essex** is committed to respecting and protecting your privacy when you interact with us and use our services. We want you to feel confident that we are serious about any concerns surrounding the security and safeguarding of your personal information (data).

This policy is about what we are doing with your personal data and our promises to you. It will explain:

- Who we are
- How and why we collect it
- How we will use it
- How we will store it
- Who we will share it with
- How you can access and control it
- Any other rights you have

We may amend this policy at any time to ensure that we are keeping up to date with the latest legislation. We promise to act in accordance with the rules set out in the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) in how we gather and use your personal information.

When you see “we”, “us”, “our” or “HHE” this means Hearing Help Essex Ltd.

## **Who are we?**

Hearing Help Essex is a registered charity (see details below) which delivers support services to residents of Essex living with hearing loss. Our services are delivered face to face, over the telephone and in writing.

We provide online information about our services through our website and various social media accounts.

Our registered address is Meadow View Cottage, Moulsham Mill, Parkway, Chelmsford CM2 7PX.

## Personal Information that we collect about you

Hearing Help Essex collects information about you in various ways. There are a number of reasons why we need to collect and use your personal information. The amount and type of information that we collect, as well as how long we hold it for depends on the service that you access.

### **a) Information you provide to us**

- Register to receive a service provided by us
- Contact us to request assistance, provide feedback, make a comment or complaint.

### **b) Information we receive from others about you**

We may receive information about you from other organisations or agencies that we work with. This includes partner organisations, government bodies and service providers. This may be combined with other information you provided us with, to help improve our service to you.

## Using your personal information

We may need to use some information about you to:

- deliver services and support requested by you
- manage those services we provide to you
- train and manage the employment of our workers who deliver those services
- help investigate any concerns or complaints you may have about the services we provide to you
- keep track of spending on services
- check the quality of services
- help with research and planning of new services.

We don't want to lose our ability to contact you for marketing purposes as it might mean you miss out on hearing about our latest news and services.

You have the right to tell us:

- How you want to be contacted
- What you want to be contacted about
- That you have removed your permission for us to contact you.

Don't forget you can change your mind at any time.

There are lots of good reasons for giving us permission to contact you:

- By telling us exactly what you are interested in we can tailor our information to make it relevant to you. We understand everyone is busy and not always aware of what's going on, so we would very much like to keep you updated
- By giving us your permission, we can contact you when we are making changes or improvements to our services and when we have exciting news
- We may also invite you to get involved in surveys or consultation opportunities to help us shape our services for the future.

In addition, we may use your information to help improve our communication and services that we provide:

- Information gathered when you use our website(s) helps us make improvements to the navigation (how you move through the website) and content (information on the pages), so that you can easily find the right information whether you visit us online using a desktop PC, laptop, tablet, or mobile phone
- Information gathered when you use our social media site(s) such as Facebook, Twitter and Instagram, helps us to understand whether our posts are engaging and of interest to you, and to ensure we are effective in targeting the right messages to the right people.

## **Sharing your personal information**

We will never sell your data; however, we may share some of your personal information with partner organisations for the following reasons:

- Our charity, health or Local Government partners in the process of delivering any contract we enter with them or you
- If we are required to obtain additional professional or legal advice on a matter relating to you
- Emergency services in the event of a specific public health and safety or safeguarding concern
- To determine whether a grant or funding from a government or other local, regional or national organisation (such as local Clinical Commissioning Groups) has been successful in achieving its targets and goals. The information provided for this would be in an aggregated and anonymised statistical format where an individual cannot be personally identified.

## Storing your personal information

We will take all reasonable steps to ensure we keep your details safe, secure and used in accordance to this policy. We will use strict procedures and security features to prevent unauthorised access to your information.

While we will do our best to protect your personal information, there may be a situation that happens outside of our control that may affect you based on access to your data. We promise to act promptly and in accordance with the rules set out in the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) to ensure any impact on you is minimised.

## Your Rights

You have the right to access personal information held about you by us.

If the information we hold about you is inaccurate you have a right to have this corrected and you have the right to request completion of incomplete data.

You have the right to request the erasure of your personal data in certain circumstances ('right to be forgotten').

You have the right to request that we stop, or restrict the processing of your personal data, in certain circumstances. Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.

You can make any of these requests by writing to us at our registered address.