

Privacy notice

We're committed to respecting your privacy and keeping your personal information safe. This privacy policy tells you what to expect when the Wiltshire Service Users' Network collects personal information.

In particular, this notice tells you about how we use your information and:

Who we are

Wiltshire Service Users' Network is a User led organisation in Wiltshire. It was formed by people who use health and social services, to promote user involvement and support people to have a voice.

Our Management Committee is made up entirely of WSUN members who have a diverse range of skills and experiences.

We support people to;

- bring about change to the services they use
- to become involved in the commissioning of health and social care services
- raise issues concerning the services they receive
- promote good practice
- campaign on issues that affect them
- be involved in diverse projects to influence our communities including BANES travel support

This privacy notice covers all personal data that is gathered by Wiltshire Service Users' Network. Company Number 2870293.

What personal information we collect about you

We may collect personal information about you. We do not usually collect sensitive personal information about our members unless there is a clear reason for doing so.

We may collect personal information about you when you:

Register with us as a member

Ask about our activities

Sign up for information, publications or newsletters

Ask for our help

Volunteer for us

Telephone, write, contact us online or text us or otherwise provide us with your personal information.

This can include information such as your name, communication preferences, email address, postal address, telephone number, mobile number, date of birth or bank account details so we can process expenses for you.

We may also hold personal/sensitive personal information

We do not collect sensitive personal information about our members / supporters unless there is a clear reason for doing so, for example, relating to your health or support needs, and only where appropriate – such as, or where we need to ensure that we provide appropriate support to enable you to participate in an event or support us in some other way.

We will only collect sensitive personal data with your consent, and clear notices will be provided on membership forms or other WSUN literature and communications, so you know what information we need and why we need it.

Vulnerable Persons

We place great importance on the safety of vulnerable persons. For more information please refer to our Vulnerable Adults Policy

Children's personal information

We are committed to protecting the privacy of young people

Where appropriate we will seek the consent from a parent, guardian or carer before collecting information about young people under 16. Please refer to our Child Protection Policy

Telling us when things change

You can help us keep our records up to date by telling us when your contact details and other personal information changes. You can also change your mind at any time about how we contact you or ask us to stop contacting you altogether.

Please contact our office and they will make the changes for you:

call them on 01380871800

email: info.wsun@btconnect.com

write to Wiltshire Service Users' Network, The ILC, St Georges' Road, Semington, Wiltshire, BA140HD

If you tell us that you no longer want to receive further contact from us and you are on our database, it may take a short while before our communications stop altogether. If you request to receive no further contact from us, we will keep the information we hold on you and add you to our suppression lists to ensure that you do not receive unwanted materials in the future.

You can change your mind at any time about how we contact you or ask us to stop contacting you.

Access to your information and correction

We want to make sure that your personal information is accurate and up to date.

You have the right to see information contained in personal data we hold about you. If you would like to receive some or all of your personal information (called a Subject Access Request), please contact the Office

email: info.wsun@btconnect.com

or

write to: Data Protection Enquiry, Wiltshire Service Users' Network, The ILC, St Georges' Road, Semington, Wiltshire, BA140HD

We may require proof of identity of the person making the request.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove any information you think is inaccurate by contacting the Office at the address provided.

Please note the Freedom of Information Act (the 'FoIA') applies to public authorities and certain organisations that are listed in Schedule 1 of the FoIA. WSUN is not listed and thus has no formal obligations under the FoIA. However, we support transparency and will supply information where possible.