



## Privacy notice for people seeking support from MacIntyre

### Introduction

This privacy notice is for people with whom we do not have an existing contractual relationship who contact MacIntyre asking whether we are able to provide a service to them or their family member, friend or client. This notice tells you about the information ('data') that we keep about you and/or the person you are seeking support for, what we do with it, and your rights about that information. In the rest of this notice when we use the term 'you' we mean the person who has contacted us; when we use the term 'the person', we mean the person that you are seeking support for.

At MacIntyre, we are committed to protecting any personal and/or private information that we hold about you. It is important that you know when, why and how we do this.

### Do you have any questions or feedback about this notice?

If you have any questions or feedback about this notice, please let us know by emailing [data.protection@macintyrecharity.org](mailto:data.protection@macintyrecharity.org) or calling 01908 230100. You can find out more about your rights relating to your personal information on the [Information Commissioner's Office website](#).

### What is personal information?

Personal information is any information that may be used to identify a living person.

### Why do we need to collect personal information?

We collect information about you and the person you are seeking support for so that we can communicate effectively with you, and so that we can come to a decision about whether we can offer support to the person.

### What information about you do we hold and what do we do with it?

Usually we just hold a record of your name, what your relationship is with the person you are seeking support for, and your contact details – things like your address, phone number, and email address. However if you don't want us to use a particular way of contacting you, please let us know your preferred way.

We may also, with your consent, hold more sensitive information about you if you are happy for us to do so. For example, it might be helpful for both you and us for us to make a note that you have a particular disability or health condition. If you tell us about something sensitive like that, we will always ask for your consent before making a note of it. And you can withdraw that consent at any time, in which case we will delete that information from our records.

We will normally share your name and address with MacIntyre's publicity team so that they can send you copies of The Ring, MacIntyre's quarterly newsletter (and any local MacIntyre newsletters). But you can unsubscribe at any time – just let us know.

If you make contact with MacIntyre through its website [www.macintyrecharity.org](http://www.macintyrecharity.org), please see the separate [Privacy Notice for Supporters and Website Users](#).



## What information do we hold about the person you are seeking support for and what do we do with it?

Usually we record all the information that you choose to give to us about the person so that we can make a decision on whether we are able to offer support to them. This may include sensitive information about their health, disability, etc.

We will share the information that we hold about the person with the very limited number of other people in MacIntyre involved in making a decision on whether we can offer support to the person.

## How do we store your information and for how long?

We make sure that we have the right controls in place to protect your personal details, whether we hold them on paper or digitally.

If the end result of your enquiry is that we start providing support to the person, we will issue both you and the person with a new Privacy Notice which will tell you about how long we will hold the information.

If the end result of the enquiry is that we do not provide support to the person, we will hold the information for two years (in case there is some follow-up on the enquiry) and then will securely delete it.

## Your rights

Under data protection law, you have rights over the personal information we hold over you:

- 1 The right to be informed
- 2 The right of access
- 3 The right to rectification
- 4 The right to erasure
- 5 The right to restrict processing
- 6 The right to data portability
- 7 The right to object
- 8 Rights in relation to automated decision making and profiling.

You can find summaries of what these rights mean on the [ICO website](#).

## How can you find out what information we hold about you?

You have the right to see or ask for a copy of the information we hold about you. If you are the legal representative of the person that you are seeking support for, you also have the right to ask for a copy of the information we hold about them. To do this, or to exercise one of your other data protection rights, or to find out more about data protection in MacIntyre, or to make a complaint or raise a concern about how we process your personal information, please contact us:

- By post to Data Protection Team, Seebeck House, 1 Seebeck Place, Knowlhill, Milton Keynes, MK5 8FR
- By phone to 01908 230100
- By email to [data.protection@macintyrecharity.org](mailto:data.protection@macintyrecharity.org)
- The person responsible for data protection in MacIntyre is Claire Toombs, Finance Director. You can contact her in any of the ways above.



MacIntyre

Providing support...your way

You also have the right to complain about any use of your personal information to the Information Commissioners Office. You can contact them through the [ICO website](#) or by calling 0303 123 1113.

### **Updating this notice**

We may update and change this notice. The latest version will always be on our website and you can reach it through this address <https://www.macintyrecharity.org/privacy-policy/>. If there are major changes, we will say so on our website. This notice was last updated in March 2023.