

## How do I get a copy of my Lifecraft Member records?

The Data Protection Act 2018 allows you to find out what information is held about you on computer and in certain paper records. This is known as “right of subject access” and it applies to your Lifecraft records. If you want a copy of them, you should contact Lifecraft. We will ask you to provide us with evidence of your identity. You will not be charged for requesting access to your records. We will respond to you within one month of your request. You should also be aware that in certain circumstances your right to see some details in your records may be limited in your own interest or for other reasons.

## Compliments, Comments and Complaints

We are committed to ensuring our Members receive the very best support; when issues are drawn to our attention, we make every effort to restore our high standards immediately. For compliments, comments, complaints, please contact the Lifecraft Manager. You can also make a complaint to the data protection supervisory authority, the Information Commissioner’s Office, if you are not satisfied with how Lifecraft has handled your complaint.

## Alternative Formats

If you require this leaflet in an alternative format, i.e. Braille, audio, large print or a different language then please contact us.

## Further information

If you would like to know more about how we use your personal information you can read Lifecraft’s Privacy Policy online or request a copy from a Member of staff.

## Contact Lifecraft:

The Bath House,  
Gwydir Street  
Cambridge,  
CB1 2LW

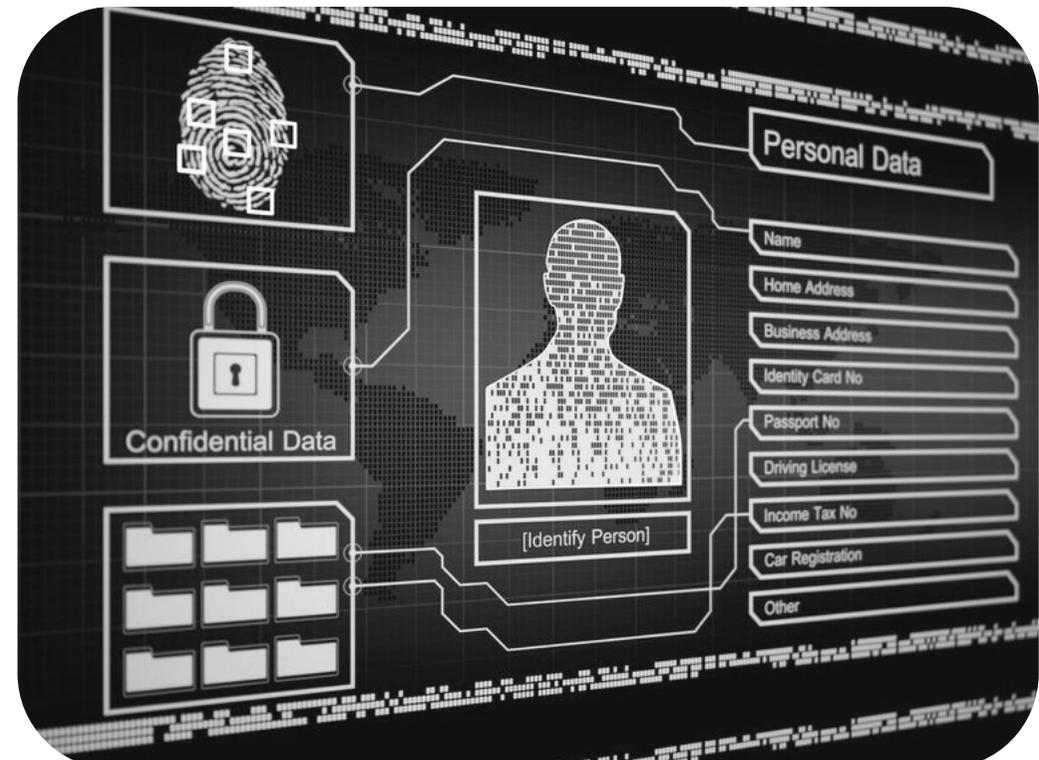
Telephone: 01223 566957  
Email: [info@Lifecraft.org.uk](mailto:info@Lifecraft.org.uk)



# Your Information and Your Rights

Lifecraft knows that you value your privacy and the security of personal information held about you. This leaflet explains your data rights, what information about you is collected by Lifecraft, why we collect it and ways in which this information may be used.

Lifecraft aims to provide you with the highest quality of support. To do this we need to collect information about you, your health and the support we have provided or plan to provide to you.



## What information does Lifecraft hold about its Members?

Information about Members is recorded and held on both paper and computerised systems as part of providing you with our services. This information includes:

- Personal and contact details
- Information about your physical and mental health,
- Information you provided on your Support Contract
- If we write a letter or e-mail about you or on your behalf, our policy is to offer you a copy at time of writing and to retain a copy on file.
- Records of any significant contact you have with staff or any incident at Lifecraft.
- We may also from time to time have to record information regarding Member safeguarding.

It is essential that we have accurate and up to date details to ensure the appropriate support is provided to our Members. For this reason we ask that our Members let us know any changes to their personal details as soon as possible. If you think any information we hold on you is inaccurate or incorrect, please contact a member of staff.

## How Your Records Are Used

Your information is used to guide and administer the support you receive to ensure:

- Lifecraft staff have accurate and up-to-date information about you and your health
- Make sure Lifecraft's services can meet Member's needs
- To prepare statistics on attendance and use of our services
- You are kept up to date with the services Lifecraft is providing
- Your concerns can be properly examined if you need to complain.

## Sharing Information

The information held about you will not be shared for any reason, unless:

- you ask us to do so;
- we ask and you give us specific permission;
- we are required to by law,
- we are permitted by law, for example where public interest overrides

the need to keep the information confidential.

Lifecraft supports the rights of all Members to restrict the disclosure of their personal information; however it is essential that Members make these wishes clear to our staff, as there may be implications of withholding certain information.

Lifecraft uses a number of private companies to support the delivery of our services; where this is the case, agreements are put in place, which ensure that these companies comply with the Data Protection Act 2018.

## Your Rights

You have various rights in respect of the personal information we hold about you . They are:

- the right to be informed about the data we hold on you and what we do with it;
- the right of access to the data we hold on you. More information on this can be found on the back page
- the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected. This is also known as 'rectification';
- the right to have data deleted in certain circumstances. This is also known as 'erasure';
- the right to restrict the processing of the data;
- the right to object to the inclusion of any information;

Please note, some of these rights only apply in certain circumstances.

The following rights do not apply to the data Lifecraft holds:

- the right to transfer the data we hold on you to another party. This is also known as 'portability';
- the right to regulate any automated decision-making and profiling of personal data.

You can find more information about your rights on the ICO's website <https://ico.org.uk/your-data-matters/>

If you wish to exercise any of these rights you can do so by contacting us. If you make a request, we have one month to respond to you.