



# The Orrell Trust

## Privacy Notice

### Who are The Orrell Trust and what do we do?

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The Orrell Trust is a registered charity and company limited by guarantee which supports the work of St John & St James Church and Community Centre with the overall aim of:

- Providing a sustainable community facility in an area of deprivation and disadvantage which will encourage community cohesion and bring benefits to individuals and the wider community.

In line with identified community need our three main areas of focus are:

- Developing work with older people.
- Community cohesion.
- Developing work with children, young people, and families.

The Orrell Trust provides services and initiatives that are in line with our legitimate interests as outlined above.

### Why we collect and keep information about you

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The Orrell Trust aims to provide you with the highest quality of service. To do this we keep relevant records about you and the service we have provided or plan to provide for you. These records will be specific to the type of service you are accessing and may include:

- Basic details about you, like address, date of birth, telephone number, etc
- Contact we have had with you such as meetings / visits
- Notes and reports about your circumstances (e.g. your health, offending history, etc)
- Details and records about your interaction with the service (e.g. case notes)
- Relevant information from other people who hold information about you, such as relevant professionals, relatives, etc.

In line with good practice, The Orrell Trust and its employees will:

- Agree with you what they are going to record about you
- Agree with you what information they will collect from other (specified) people
- Show you what they have recorded about you if you ask.

Normally information is collected directly from you (the data subject); however, in some cases we receive personal information about you as part of a referral from a partner agency or from other services that are or have previously been providing you with services. Whatever the source, we are committed to holding your records in strict confidence.

### Confidential information

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All personal information held by The Orrell Trust is kept safely and securely. Any representative of The Orrell Trust looking at your records, whether on paper or computer, is obliged to keep the information confidential. We will aim to share only as much information as people need to know to play their part in providing you with the services you have requested. We will never share your personal data with third parties for marketing purposes. In the event of a safeguarding concern we may be obliged to share personal information with relevant authorities in line with our safeguarding

policies. Other information, not including your personal details, may be used for planning, training, and research.

### **How your records are used**

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Those employees of The Orrell Trust involved in providing your service will use your records to:

- Provide a good basis for decisions made by you and by them in your regard
- Allow you to work with those providing your service
- Make sure your service is delivered safely and effectively
- Work effectively with others providing you with services

Others may need to use records about you to:

- Protect you or others from harm
- Check the quality of service provided
- Help investigate any concerns or complaints you or your family have about the service you receive
- Manage the organisation
- Help with planning and research Some information may be held centrally to help with the planning of The Orrell Trust's services.

In these instances, we take strict measures to ensure that individual clients cannot be identified. We use anonymous information, wherever possible, but may use personally identifiable information for essential purposes. This information will only be used with your consent unless we have to do so by law.

### **How we share your information**

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When we provide you with a service we will share your record with the people providing you with a service or checking the quality of your service (unless you have asked that we limit how we share your record). We will not share information that identifies you for any reason other than providing your services, unless:

- you ask us to do so
- we ask and you give us specific permission
- we have to do this by law
- we have special permission because the public good is thought to be of greater importance than your confidentiality

We may on occasion share your information with partner agencies who deliver additional services that are likely to be beneficial to you; we will usually seek your specific permission to do this. If we share information without your permission, we will make sure that we keep to the Data Protection Act 1998, Common Law Duty of Confidentiality, and national guidelines on best practice

### **When we destroy your information**

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The length of time we keep your records is dependent on the nature of the service provided. We will remove your information from all The Orrell Trust sources in line with our Data Retention Schedule which is available on request.

## **Your rights**

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You have the right to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998, the General Data Protection Regulation 2018, and the common law duty of confidence. The Disability Discrimination and the Race Relations Acts may also apply.

You also have the right to ask for a copy of all records we hold about you. Your request must be made in writing and you will need to give adequate information (e.g. full name, address, date of birth, etc). We will generally provide this information free of charge and are required to respond to you within one month.

You will be required to provide identification before any information is released to you. You have the right to rectify your information, if you think anything in your record is inaccurate please approach the person in charge of your service.

You have the right to restrict how we process your information and you can also request that we remove your information altogether.

## **Who should you contact if you have a query?**

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The Orrell Trust is the Data Controller for your personal information. Queries should be directed to:

The Project Manager,  
c/o St John & St James Church and Community Centre,  
71 Bailey Drive,  
Bootle L20 6EX  
Tel: 0151 933 2116

## **Supervisory Authority and Notification**

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Data Protection is regulated in the UK by the Information Commissioners Office (ICO). You have the right to lodge a complaint with the ICO if you are unhappy with the way The Orrell Trust has treated your information.

The Information Commissioner,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire SK9 5AF  
Tel: 01625 545745  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

## **Policy Approved by Trustees**

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This Policy was approved by the Board of Trustees on 24 May 2023.

**Date of Next Review:** May 2025