



Miriam Grace Ltd ('Miriam Grace' or 'we') provides quality Day Club activities and days out for people living with dementia. We take your privacy seriously and want you to understand our practices with respect to the handling of your personal data and how we support your rights regarding it.

This Privacy Notice describes how Miriam Grace, as a data controller, collects, uses and manages the Personal Data it holds about you, including how the Personal Data may be shared and how the confidentiality of Personal Data is maintained.

Our site may contain links to other websites. Please note that we have no control over how your data is collected, stored or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

What Personal Data do we collect from you?

When we refer to personal data in this notice, we mean information that can or has the potential to identify you as an individual. Miriam Grace collects data such as personal information (full name, address, contact telephone numbers, date of birth), characteristics (such as ethnicity, sex, religion), and health information to determine personal needs and eligibility for services.

When do we collect Personal Data from you?

We will collect and process personal data when you contact us via our website, by phone or by visiting our Day Club. We will also collect and process personal data when we undertake a more detailed assessment of your medical and personal care needs.

There are times when we will collect your data from third-party sources who refer into our services. These third party sources can be Medical Professionals, Health and Social Care Professionals, Care Agencies and Police.

You may be asked to submit and/or disclose limited personal data which is necessary for us provide you with further information and service delivery.

In an emergency and if you are incapacitated, we may share your Personal Data to third parties on the basis of protecting your 'vital interest' (i.e. your life or your health).



Sharing your personal information with third parties

The reasons why we may share your data with other public bodies are as follows:

- To protect vulnerable adults who may be at risk of harm or abuse
- To improve our understanding of your needs to enable us to inform you of other relevant safeguarding services
- To monitor and improve our performance and delivery of services
- For the prevention and or detection of crime
- To provide health and social care professionals, directly involved in your care, access to up-to-date information about you
- Where necessary to protect individuals from the risk of harm or injury

We will only disclose your sensitive or confidential information, such as medical details to a third party, if we are legally required to do so, or where we have good reason to believe that failing to share the information would put you or someone else at risk of harm.

We will not pass your personal information to external organisations for marketing or sales purposes or for any commercial use without your prior expressed consent.

How will we use your data?

Miriam Grace collect, process and hold your personal information in order to provide our services effectively.

- To undertake assessment of needs
- For provision of services
- To deliver a range of services, information and signposting
- To inform market development
- Statistical analysis
- To ensure service quality.

We also use information to improve our services so that they are more appropriate to our member's requirements. We may send you information about our products and services that we think may help support or benefit



you, as well as those of our partner agencies. You have the right at any time to stop Miriam Grace from contacting you for marketing purposes or sharing your data with our partner agencies. We recognise that your personal information is important to you, and we take our responsibilities very seriously, ensuring that we collect and manage it proportionately, correctly and safely. If you no longer wish to be contacted for marketing purposes, please contact info@miriamgrace.co.uk

Data security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for. In practice, this means for up to 6 months after your membership, employment or volunteer status has ended.

Your rights in connection with personal information

The law grants you the rights listed below:

- Right of access – you have the right to request a copy of the Personal Data that we hold about you.
- Right of correction – you have the right to correct Personal Data that we hold about you that is inaccurate or incomplete.
- Right of erasure – in certain circumstances you can ask for the Personal Data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply you have the right to request that we restrict the processing.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to withdraw consent for use of your personal information at any time.

If you make a request, we have one month to respond to you.

If you would like to exercise any of your data subject rights, please contact us by email info@miriamgrace.co.uk



When we collect browsing information

On your first visit to our website you will be asked (by a notification banner) to accept our use of cookies and similar technologies. We'd like to explain how we use these technologies.

To learn about what cookies and similar technologies are, we recommend that you visit the following third-party website: <https://ico.org.uk/your-data-matters/online/cookies/>

Like other websites, we use cookies for a variety of purposes. These technologies collect information about your device hardware and interactions with our website.

This information helps us to:

- continuously improve our site by analysing where, on which types of devices and how our site is used, how many visitors we receive, and where they click through to the site from;
- remember you in case you re-visit our site, so we will know if you have already been served with cookies and/or banners.

To delete or stop cookies being placed on your computer, please check the help menu of your internet browser. Blocking cookies may reduce the functionality of this website.

Your rights, complaints and how to contact us

If you believe or know the information we process about you is incorrect you can request to see this information, and have it corrected or deleted. You can request that we remove your personal information from our databases at any time, however this may mean that we cannot provide the services of the Day Club, resulting in the termination of your membership.

If you wish to raise a complaint on how we have handled your personal data, you should contact Georgia Grace or Miriam Rafiq to have the matter investigated: info@miriamgrace.co.uk

If you are not satisfied with how your complaint has been handled you have the right to submit a complaint directly with the supervisory authority at the Information Commissioner's Office (ICO) Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Tel 0303 123 1113 or 01625 5457.

Date of current privacy policy implementation: 28/05/2021