

Simplified privacy notice

? What's this about?

There is a new law that keeps your information safe – things like your address, date of birth and phone number. Octavia and other people collect and use information for all kinds of reasons, and the new law tells us exactly what we are allowed to do with yours.

We collect some information about our residents/service users, like you. It's our job to tell you how we will collect the information, how we will record it and how we will use it.

In this notice, you will see different names or terms used that you may not be familiar with, such as:

Data controller: This person (or group of people, like us "Octavia") is in charge of the information we collect.

Data processor: This person processes information for the data controller.

Data protection officer (DPO): This person makes sure we do everything the law says.

Personal data: This means any information that can be used to identify you, such as your address and date of birth.

? Who looks after your information?

Octavia is the data controller of the personal information you give us – we look at how and why your information is collected and used.

Sometimes Octavia has to give your information to other people, such as the government, but it will only give away your information when you say it's ok or when the law says that we have to. When your data is given to someone else, they must look after it and keep it safe.

? Why do we collect and use your information?

We will only collect your information when we need it to help us do our job or to follow the law. When we've collected it, here's how we use it:

- To get in touch with you and your parents when we need to
- To support your needs
- To monitor and report on your progress
- To provide appropriate care and support
- To protect your welfare and follow safeguarding procedures
- To assess the quality of our service
- To comply with the law regarding data sharing

? What information do we collect?

The categories of information that Octavia collects, holds and shares include the following:

Your personal information

These are things like your name and address.



Your characteristics

This means information about you, like your ethnic background, what language you speak and things like that.

Your attendance information

We will also record how many sessions you attended or if you missed one

Some of your medical information

We keep information about any special conditions you have that we need to know about to keep you safe e.g. any food allergies, or if you have been ill.

Behavioral information

We record any incidents that have happened.

Photography

Using photographs of you counts as processing your personal data. Before we take or use any photographs we will ask you (if you're old enough) or a parent to give permission for us to take and use pictures of you. We might use your pictures on display boards or on Octavia's website, for example.

? Do you have to give us your information?

In order to attend our sessions, we will ask you to give us a lot of the information we need, but there is some information that you can choose whether to let us have it or not.

When we ask you for information that you don't have to give us, we will ask for your permission and let you know why we want it and what we will do with it. If you don't want us to have the information, that's your choice.

? How long will we keep your information?

We don't keep it forever, only for as long as we need it to help us do the thing we needed it for. We have a policy that tells us when to keep it and when we don't need to keep it.



? Will your information be shared?

We won't share your information with anyone else without your permission, unless the law says we can or should. We may share information with:

- **The Local Authority – to meet our legal obligations to share certain information with it, such as safeguarding concerns and exclusions**
- **Your family (where appropriate)**
- **Our regulator, e.g. Regulator of Social Housing**
- **Central and local government, e.g. statutory returns**
- **Our auditors**
- **Survey and research organisations (anonymised data)**
- **Suppliers and service providers – to enable them to provide the services we have contracted them for**

? What are your rights?

You and your parents have the right to:

- Be told how we use your information.
- Ask to see the information we hold.
- Ask us to change information you think is wrong.
- Ask us to remove information when it's not needed anymore.
- Ask us to only use your information in certain ways.

- Tell us you don't want your information to be processed.

If the information we are collecting is information that you can choose not to give, you can tell us to stop collecting it at any time.

If you're worried about how we get and use your information, you can speak to the team at Octavia, who will be able to help you and answer any questions that you have. If you want to speak to somebody not at Octavia, you can call the people who look after information, called the Information Commissioner's Office (ICO), on 0303 123 1113 or using their [live chat](#).

Would you like to know more?

If you or your parents would like to find out more information about how we and collect, use and store your personal information, please visit our website www.octavia.org.uk

Four important things to understand

Now you've read this, we hope you understand that:

- The law allows us to get and use your information to help us do our job.
- We may share your information with others, but only when we really need to.
- We will ask for your permission to share your information whenever you have a choice.
- You can tell us not to share your information, even when you have said yes before.

If you have any questions, a member of the data protection team will be happy to help you.