



## Data Protection Policy

### **Purpose:**

This policy sets out Unique Support for Unique People's (US4UP) approach to Data Protection together with our responsibilities for monitoring compliance. This policy is designed to meet all relevant legal requirements and to ensure the reputation of US4UP is not damaged through inappropriate or unauthorised access and sharing.

### **Responsibilities:**

Ellie Richards has overall responsibility for the day-to-day responsibility of implementing and monitoring Data Protection for US4UP, including:

- Understanding and communicating obligations
- Reviews the ways US4UP holds, manages and uses personal information
- Identifying potential problem areas or risks
- Producing clear and effective procedures
- Monitoring and evaluating performance in relation to handling personal information

The consequences of breaching Data Protection can cause harm and distress to individuals if their information is released to inappropriate people, or they could be denied a service to which they are entitled.

### **Definitions:**

Personal data is information that relates to an identifiable individual and is information processed or intended to be processed either electronically or part of a filing system. This will include the details below:

- Contact details & emergency contact
- Racial or ethnic origin
- Religious or other beliefs
- Physical or mental health condition
- Sexual orientation

Informed consent is when;

- An individual clearly understands why their information is needed, who it will be shared with, the possible consequences of them agreeing or refusing the proposed use of data.
- They give their consent
- The data subject is the individual whose personal information is being held of processed by Unique Support for Unique People.

### **Principles:**

US4UP will:

- Use personal information fairly and lawfully
- Collect only the information necessary for a specific purpose
- Ensure it is relevant, accurate and up to date
- Only hold as much personal data as we need and only for as long as we need it
- Allow the subject of the information to see it upon request
- Keep it secure

US4UP is transparent about how we intend to use your data. Including Privacy notices on our website and will always ask for you to sign a form before storing your information.

We do not process personal data in any manner that is incompatible for the specific purposes. If we want to use your personal data for a new or different reason that was not anticipated at the time of collection, it will be considered whether this would be

fair. Where needed we will get consent to use or disclose personal data for a purpose that is additional to or different from the purpose it was originally obtained for.

The personal data we hold is accurate and is kept up to date. This is due to regular review of information to identify inaccurate records, remove irrelevant ones and make necessary changes.

We protect personal data using password protected devices that only US4UP have the details for. Assessing the risk to personal data we hold and choose security measures that are appropriate.

## **Transparency**

US4UP will be clear and open with individuals about how their information will be used. Individuals have a choice about whether they choose to enter in a relationship with US4UP, and if individuals know from the start what their information will be used for they will be able to make an informed decision.

When collecting data, US4UP will ensure that the Data Subject:

- Clearly understands why the information is needed
- Understands what it will be used for, and the consequences of deciding not to give consent to processing
- Will complete a privacy document and as far as is reasonably practical, is competent enough to freely give consent
- Has received sufficient information on why the data is needed and how it will be used

## **Subject access requests**

We recognise and respond to any individuals' requests to access their personal data. The right of access gives anyone we hold personal data about the right to request, to see, and obtain a copy of the information. We will respond to a subject access request promptly and in any event within 1 calendar month of receiving it.

- Subject access requests need to be made in writing to; 4 Common Lane, Beccles, Suffolk, NR34 9RQ. Alternatively [us4up@outlook.com](mailto:us4up@outlook.com)

- US4UP do not need to respond to requests made verbally, but depending on the circumstance it may be reasonable to do so if US4UP are satisfied with the person's identity.
- If a disabled person finds it impossible or unreasonably difficult to make a subject access request in writing, we will make a reasonable adjustment which may include treating a verbal request for information as though it were a valid subject access request.
- Individuals have a right to have data corrected if it's wrong, to prevent use which is causing them damage or distress.
- Members of the public may request certain information from the local authority under the Freedom of Information Act 2000. The Act does not apply to US4UP.

### **Records Management, Retention and Security**

- Information and records relating to individuals will be stored securely. Information will only be stored for as long as it is needed and required, and will be deleted appropriately.
- US4UP will routinely delete personal data that is no longer required.

### **Sharing data**

US4UP may need to share data with other agencies such as the local authority, funding bodies and other voluntary agencies. The Data Subject will be made aware in most circumstances how and with whom the information will be shared.

There are circumstances where the law allows US4UP to disclose personal data (including sensitive data) without the Subject's consent. These are:

- A Safeguarding concern
- Carrying out a legal duty
- Protecting vital interests of the Data Subject
- The Data Subject has already made the information public
- Monitoring for Equal Opportunities purposes
- Providing a confidential service where the Data Subject's consent cannot be obtained or where it is reasonable to proceed without consent: e.g where we

would wish to avoid forcing stressed or ill Data Subjects to provide consent signatures

Unique Support for Unique People regards the lawful and correct treatment of personal information as paramount to successful working, and to maintaining the confidence of those with whom I work with.

**Policy to be reviewed January 2026**