


Privacy Notice - Visitors

<p>Our Values</p>	
<p>Privacy notice – Visitors</p>	
<p>What is a privacy notice?</p>	<p>Alderwood LLA Ltd, part of Achieve together, are committed to respecting your privacy. This notice explains how we may use personal information we collect during and after your visit to our offices or homes.</p> <p>This notice applies to visitors to any of offices or homes operated by Alderwood LLA, this includes but is not limited to:</p> <ul style="list-style-type: none"> • Families, Friends and guardians of the people we support • External training providers • Job applicants • Suppliers and tradespeople • Social Workers and other Care Team Members <p>References to ‘we’, ‘our’, or ‘us’ in this privacy notice are to Alderwood LLA, which is the controller of your personal data.</p>
<p>Personal Information We Collect</p>	<p>When you visit our offices or homes, we will ask you to sign in and out using a visitor book. You may be asked to show a form of ID. The ID is for verification purposes only, we don’t record this information. The visitors book will be stored and used in line with data protection requirements and our own data retention procedures.</p> <p>Closed-circuit television (CCTV) may be in operation for security purposes. If CCTV is in place, this data is recoded and monitored by Alderwood LLA. For the specific location and purpose of cameras and recording devices, please discuss this with the relevant home/office manager.</p> <p>If you have any questions on how these recordings are used or stored, please contact the Data Protection Officer, as listed in the “Contact Us” section of this document.</p> <p>The purpose for processing this information is for security and safety reasons. The lawful basis we rely on to process your personal data is article 6(1)(f) of the UK GDPR, which allows us to process personal data when its necessary for the purposes of our legitimate interests.</p>

<p>Disclosure of your personal information</p>	<p>We do not disclose personal information to anyone without a lawful basis to do so. The personal information we collect is not transferred to and stored in countries outside of the UK, European Economic Area or countries other than those meeting the adequacy decision.</p>
<p>How long we keep your personal data for</p>	<p>The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements.</p> <p>For further information on retention of personal information please contact our Data Protection Officer.</p>
<p>Visitors Access to Personal Data</p>	<p>When accessing our offices or homes, this may allow you to come into close proximity to our team members, the people we support and their personal data.</p> <p>You are not permitted to read, copy or remove any personal data for our team members or people supported unless express consent is provided.</p> <p>You are also not permitted to capture or record images or audio of our team members or people we support without express consent being provided.</p> <p>Failure to comply with this could result in visitors being asked to leave the premise and potential legal action maybe taken.</p>
<p>Contact Us</p>	<p>If you have any questions relating to your rights, please contact our Data Protection Officer:</p> <p>Achieve together Poolemead House, Watery Lane, Twerton, Bath, England BA2 1RN Email: dpo@achievetogether.co.uk Phone: 01372 364000</p> <p>If your complaint is of a whistleblowing nature there is a dedicated email address for concerns: speakup@achievetogether.co.uk and a confidential hotline number: 0333 212 8081</p>

Your right to make a complaint	<p>We are here to help and would encourage you to contact us in the first instance. If you wish to exercise any of your rights concerning your personal data, you should contact Achieve together's Data Protection Officer (details in the 'contact us' section).</p> <p>If you are not satisfied with the response you receive from us, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) who are the UK's independent authority set up to uphold information rights in the public interest:</p> <p>Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Telephone: 0303 123 1113 Email: casework@ico.org.uk</p> <p>Further information about your legal rights can be found on the ICO's website: www.ico.org.uk</p>
--------------------------------	--