

# Privacy Policy: Direct Payment Support Service

The law has changed around data protection with the introduction of the General Data Protection Regulation (GDPR). This privacy policy explains what data we collect about you and how we use and store this.

## Data we collect and hold about you

To be able to deliver a direct payment support service to you, we need to know certain pieces of information. This may include:

- Your personal details including name, address, date of birth, telephone number and email address.
- Details of other people and organisations supporting you such as family members or support workers.
- Details of your care and support plan including the support needs you have.
- Your social worker's contact details.
- Your direct payment bank account details.
- Any specific requirements you may have, e.g. an interpreter.
- A record of any contact we have had with you.

- Scanned copies of letters/emails/meeting minutes from you or others in relation to your service, your care and support and your funding.

## If you have a managed account:

We may also hold the following information if you have a managed account with us:

- Data on any personal assistants (PAs) you employ including their name, address, telephone number, email and national insurance number.
- Details of hours worked by your PAs, which we will process as part of our payroll service.
- Invoices for services received (e.g. for care agency fees).
- Details of the care funds held for your direct payment.
- A copy of your signature to check timesheet authorisation.

## If you are a payroll customer:

We may also hold the following information if you use our payroll service:

- Data on any personal assistants (PAs) you employ including their name, address, telephone number, email and national insurance number.
- Copies of the hours worked by your PAs (timesheets) which we will process as part of our payroll service.
- The rate of pay for your PAs and their annual earnings.
- The tax codes and other tax status information about your PAs.
- Bank account details for your PAs.
- Sickness and/or maternity/paternity/adoption leave taken by your PAs.

## Security of data we hold

We store data on an electronic database. All data is held securely and access is restricted to appropriate Penderels Trust staff. It is encrypted against unauthorised access. Any paper copies of data are kept in a locked cabinet with restricted key access.

## Sharing data we hold

We will only share your data if necessary to provide our support service to you or if it is required by law. We will never share your data with a third party for marketing purposes. We may share your data with:

- Organisations funding your direct payment.
- Your employer liability insurance provider (to support you with an ongoing issue).
- The local authority safeguarding team (if involved with an ongoing issue).
- The police (in relation to any ongoing criminal investigation).
- A third party, such as a family member, support worker or care agency when you have given us permission to share your information.

## Keeping data

After your direct payment has ceased, we only keep your data for as long as the law requires. The length of time depends on your age, the type of information and the local authority area in which you live. We will ensure we destroy your data securely.

## Sending information to you

We will send you relevant information from time to time, e.g. our national newsletter (which local authorities require us to do). You can choose to receive this information either by email or by post. If you would rather not receive emailed information, you can unsubscribe from this by clicking the link at the bottom of the email.

## Accessing your data

Under GDPR, you have the right to ask to see the data we hold on you. You should complete a 'Subject Access Request' form which is available via our website or you can ask a member of our staff. You will be required to prove your identity before we release any information.

## Contact

If you are an employer, please see our Privacy Policy template that you can use for your employees (PAs).

You can also download these factsheets from our website:

[www.penderelstrust.org.uk/dataprotection](http://www.penderelstrust.org.uk/dataprotection)

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Resource House,  
1A Brandon Lane  
Coventry, CV3 3GU

Tel: 02476 511 611

Email: [enquiries@penderelstrust.org.uk](mailto:enquiries@penderelstrust.org.uk)

If you would like this information in a different format, please contact our Head Office and we will do our best to meet your requirements.