

How we use your information as a PSS Commissioner/Funder

Our Privacy Notice



At PSS we know that your privacy is very important to you. We can assure you that it is even more important to us. That's why we want to tell you how we plan to respect and look after your personal information. This is the 'privacy notice' which tells you how we do this.



1. How we collect personal information about you



When you give it to us directly

We will collect personal information directly from you, when we entered into discussions with you about providing a service, and subsequently as part of signing contracts and ongoing contract monitoring. We may have done this by phone, by email, by post, or in person.



When you give permission to other organisations to share it

We may have received information on your behalf from another organisation or professional, as a potential commissioner or funder.



Children's Data

We provide services and support to children and young people at PSS. Where possible and appropriate we will seek consent from a parent or guardian before collecting information about children.

2. What personal information do we collect?

The personal information we collect would include details such as your name, email address, postal address, phone number, and bank details.

As a commissioner or funder, it is unlikely that we would collect any 'special category data' due to the professional nature of our relationship with you.

We will only collect the information we absolutely need.



3. Why we need your information?

Our legal basis for having your information, is to enable us to fulfil our contractual obligations. This is both in anticipation, as well as delivery, of a contract. Specific reasons we need your information are::

- To be able to contact you in anticipation of agreeing a contract, throughout the commissioning/funding process and subsequently as we provide or deliver services.
- To ensure that we are able to correspond with the people in your organisation for the duration of the contract.
- To ensure that we are able to make payments to you, such as refunds.
- To provide regular updates on delivery such as KPI reports
- To manage our relationship with you during the lifetime of the contract
- To prevent fraud or report potential crimes

As well as to:

- Keep you updated with information about changes at PSS.
- Contact you for feedback
- Produce annual reports and statistics about what we do at PSS
- Provide you with the important information about any incidents or concerns about the service (e.g. Safeguarding Incidents)
- Inform you of activities being provided for people who use services, staff or wider developments as part of PSS.



We may also need to receive written consent from you to use your information for a more specific purpose, and will always ensure we get this consent and explain why it is needed. You will have the right to withdraw this consent at any time.

If you don't think we have a good reason to use your data in the ways explained above, you have a right to object. Please see section ten of this leaflet, or the 'My Information, My Rights' leaflet available at psspeople.org.uk

4. What we will and won't do with your personal information



- ✓ We will always **work hard to keep your information safe**.
- ✓ We may **share your data with other agencies** where we need to do so as an organisation. Again, we will ensure we have a lawful reason for doing this - to comply with our statutory obligations.
- ✓ We may need to **disclose your information if required to do so by law**. We will always try to discuss this with you before doing so and explain why we are doing it.
- ✓ We may also need to **disclose your information if there are concerns about your safety or wellbeing**. Your safety is really important to us and we may need to share or disclose information if we believe there is a real risk to you, or if you pose a risk to others or yourself.
- ✓ We may choose to **delete posts on social media** which contain information of a sensitive nature.



- ✗ We will never **sell or share your personal information** with organisations so that they can contact you for any marketing activities.
- ✗ We will never **sell any information about the website you visit**.
- ✗ We will never **share your information with people who don't need access to it**.

5. Who sees your personal information?

The personal information we collect about you will be used by our staff at PSS so that they can ensure that we are able to tender for, and deliver services. This information will be known to staff in central services who need access to your information - such as Finance to arrange payments, or Business Development to sign contracts. We may also possibly share your information with external companies, as well as legal and regulatory authorities if required to by law.

6. How we keep your information safe

We take the security of your personal information extremely seriously and anything we do with your data will be in line with the Data Protection Act 2018, which bring into force the provisions of the General Data Protection Regulation.

Your personal information may be stored by PSS either in paper form or electronically. We have implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

We only keep your information for as long as is reasonable and necessary, in line with our retention schedules which are based on best practice guidance. This is usually for a set period of time and will depend on the type of information and the individual requirements of the service. We will then ensure that the information is securely destroyed.



Here are some of the ways we protect your personal information:

- Secure folders on our system
- Password protection
- Firewalls on our servers
- Locked cabinets and drawers
- Restricted access to systems
- Policies, Procedures and Training

7. Your rights over your information

Your personal information is yours, and you have a range of other rights over it. This includes accessing it, updating it, amending it or asking for it to be erased. Please refer to the “My Information, My Rights” leaflet for further information, or contact us at the details on the back of this leaflet.

8. Changes to this Privacy Notice

This Privacy Notice is reviewed regularly to ensure that it reflects how we use your information. Where appropriate, changes will be notified to you by email or post. We may update this on the intranet when there are minor changes, but will let you know of any major changes.

9. Other Data Controllers

As a commissioner or funder, in most cases you will be a Data Controller, and ourselves as the Processor in respect of services. It is likely we will have an information sharing agreement in place, initiated by yourselves, as part of our contract.



10. Right of Complaint

If you have a concern about the way we are handling your information, then we would like to discuss this with you in the first instance and see if we can put things right. You can contact us using the details on the back of this leaflet.

However, if you wish, you are entitled to complain to the supervisory body which is the Information Commissioner's Office. The contact details are below:

Phone: 0303 123 1113

Online: ico.org.uk/concerns/handling/





Who we are

PSS are committed to protecting your personal information and to reassure you that you have control over the information we store about you, how we use it and what types of information you would like to receive from us.

We are always happy to respond to concerns and objections, or provide any additional information or explanations where needed.

Please contact our Data Protection Lead by:

Writing to **PSS, head of quality,
PSS, Eleanor Rathbone House
Connect Business Village
24 Derby Road
Liverpool, L5 9PR**

Calling us on **0151 702 5524**

Emailing **data@pss.org.uk**

Online: **psspeople.com/who-we-are/tell-us**

psspeople.com

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