

Suffolk User Forum

Easy-to-Read Privacy Notice

Our address: Unit 3, Grange Business Centre, Tommy Flowers Drive, Kesgrave, Ipswich, Suffolk. IP5 2BY.

Our telephone number: 01473 907087

Our Email address: hello@suffolkuserforum.co.uk



About Suffolk User Forum

SUF is a registered charity and a registered company. We are registered with the Information Commissioners Office (ICO).

Charities like Suffolk often keep information, sometimes called 'data', about the people we work with and support. It is the law that we must keep this information safe and secure.



Our Privacy Notice

We also need to let people know what information we keep and how we use it.

We do this through a document called a Privacy Notice. This document is our Privacy Notice. It tells you about the information we keep, how we use it and your rights around how we use your information.



About the information we keep

Your information helps us to provide the best support that we can. We might keep the following information, for example, name, address, telephone number, date of birth.

Information about your physical and mental health, information about the support we provide to you and information about other people who support you.



Why we collect, store, and sometimes share your information.

We do this because:

- We have an agreement with you, your doctor or a health professional.
- It is the law.
- We want to make sure we support you with the best care.



How we may use your information.

We use your information.

- To provide support to you, such as Advocacy or Healthy Together Peer support
- To contact you if you are a SUF member.
- To make sure we know what type of support you like.
- To support you to be safe.



How we keep your information safe.

We always keep your information private and safe.

The only people who see your information are those who have permission and those who are allowed to by law. The people who can see your information by law are your doctor, healthcare professional, or people who help you to stay safe.



How long will we keep your information?

We will only keep your information for as long as it is needed.

The amount of time we keep your information depends on the law and the rules set out by people who fund our projects.

We have a Data Protection Policy which sets out how long we can keep your information.



Your rights

The information we keep about you, is yours. You have rights about your information.

- You have a right to see the information we keep about you.
- If you think the information, we keep is wrong or that there is a mistake, you can ask us to change it.
- If you think we have information that is no longer needed, you can ask us to delete it. Where we can, we will delete it, although sometimes we may need to keep it because it's the law.
- You can ask us to stop using your information for certain things.

If we cannot do what you have asked, we will explain why.



How you can make a complaint

If you have any questions or want to complain about the way we use your information you can write to our Data Protection Officer.

You can do this yourself or ask someone else to write a letter for you.



Send your letter to this address:

Data Protection Officer
Suffolk User Forum
Unit 3, Grange Business Centre
Tommy Flowers Drive
Kesgrave, Ipswich
IP5 2BY

Or you can send an email to:

hello@suffolkuserforum.co.uk