



Charity number 1049733

Triple A
Support Group

*Supporting people to
live well with dementia*

01344 486349

hello@tripleadementiasupport.org.uk

www.tripleadementiasupport.org.uk



Privacy Statement

Triple A Dementia Support ('Triple A' or 'we') provide a range of activities in the local community, for people living with dementia, providing much needed respite for their carers. We take matters of privacy seriously and want you to understand our practices with respect to the handling of your personal data and how we support your rights regarding it.

This Privacy Notice describes how Triple A collects, uses and manages the Personal Data it holds about you, including how the Personal Data may be shared and how the confidentiality of Personal Data is maintained.

Our site may contain links to other websites. Please note that we have no control over how your data is collected, stored or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

What Personal Data do we collect from you?

When we refer to personal data we mean information that can or has the potential to identify you as an individual. Triple A collects data such as personal information (full name, address, contact telephone numbers, date of birth), characteristics (such as ethnicity, sex, religion), and health information to determine personal needs and suitability for our services.

When do we collect Personal Data from you?

We will collect and process personal data when you contact us via our website, by phone or by attending our any of our activities. We will also collect and process personal data when we undertake a more detailed assessment of your personal are and physical health needs.

There are times when we will collect your data from third-party sources who make referrals, on your behalf, to our services. These third-party sources may include Health and Social Care Professionals, Care Agencies and family members.

You may be asked to submit and/or disclose limited personal data which is necessary for us provide you with further information and service delivery.

Sharing your personal information with third parties

Triple A will not share your information with any other organisation without your consent other than under the following circumstances:

If we are required to by law e.g., to the Police if we agree it is essential to the prevention or detection of a crime; if we feel it is in the vital interests of yourself or another person for example in a medical emergency.

Other reasons why we may share your data with other public bodies, with consent or in 'best interests' under the Mental Capacity Act 2005, are as follows:

- To protect vulnerable adults who may be at risk of harm or abuse
- To improve our understanding of your needs to enable us to signpost you to other, relevant organisations and services
- To monitor and improve our performance and delivery of services
- Where necessary to protect other individuals from the risk of harm or injury
- To liaise with health and social care professionals involved in your care

We will only disclose your sensitive or confidential information, such as medical details to a third party, if we are legally required to do so, or where we have good reason to believe that failing to share the information would put you or someone else at risk of harm.

We will not pass your personal information to external organisations for marketing or sales purposes or for any commercial use without your prior expressed consent.

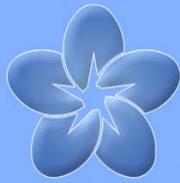
How will we use your data?

Triple A collect, process and hold your personal information in order to provide our services effectively. This may include assessments of your personal care and physical health needs for provision of appropriate services.

As a charity, it is really important to us that we ensure we are spending your money and resources effectively and efficiently. For this reason, we may analyse the details you have provided us along with further information about you that we have obtained from public and/or private sources.

We also use information to improve our services so that they are more appropriate to our member's requirements. We may send you information about our products and services that we think may help support or benefit you, as well as those of our partner agencies. You have the right at any time to stop Triple A from contacting you for marketing purposes or sharing your data with our partner agencies. We recognise that your personal information is important to you, and we take our responsibilities very seriously, ensuring that we collect and manage it proportionately, correctly, and safely.

If you no longer wish to be contacted for marketing purposes, please contact hello@tripleadementiasupport.org.uk



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SCAN ME

Security and Confidentiality

Triple A takes care to ensure the security of your information in use, storage and transmission and that is only accessed by verified persons who have the necessary authority. We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

All of our volunteers who have access to your personal information are obliged to respect the confidentiality of this information and we deliver training to make sure this happens.

We keep your information only as long as it is needed for the purpose we were collecting and using it for and then we dispose of it securely. In practice, this means for up to 6 months after your involvement, employment or volunteer status has ended.

Your consent

If Triple A are using your personal information on the basis of your agreement then at any time you can withdraw your consent, by telephone, email or letter, and we will not carry out any further processing on that basis.

Further rights

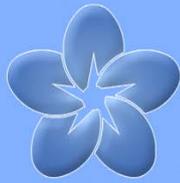
If, at any time, you want to see what information we hold about you, receive a portable copy of it, ask for corrections to be made or ask us to stop using your information in any way, then please do contact us and we will do our best to respect your wishes.

How to contact us

If you have any questions about how we are using your information then you can contact Pam Woodrow or Ali Melabie as follows:

By email: hello@tripleadementiasupport.org.uk

You can also fill in an online form for general enquiries



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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us Pamela Woodrow or Ali Melabie at: hello@tripleadementiasupport.org.uk

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data. The ICO's address is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Helpline No: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Date: 01/09/2021

Cookies Policy

On your first visit to our website you will be asked to accept our use of cookies and similar technologies. We'd like to explain how we use these technologies.

To learn about what cookies and similar technologies are, we recommend that you visit the following third-party website: <https://ico.org.uk/your-datamatters/online/cookies/>

Like other websites, we use cookies for a variety of purposes. These technologies collect information about your device hardware and interactions with our website.

This information helps us to:

- continuously improve our site by analysing where, on which types of devices and how our site is used, how many visitors we receive, and where they click through to the site from;
- remember you in case you re-visit our site, so we will know if you have already been served with cookies and/or banners.

To delete or stop cookies being placed on your computer, please check the help menu of your internet browser. Blocking cookies may reduce the functionality of this website.