

WILTSHIRE CENTRE FOR INDEPENDENT LIVING (WILTSHIRE CIL)

CONSENT FORM - (SERVICE PROVISION)

Under the UK General Data Protection Regulation (UK GDPR), we are required to obtain your explicit consent to use your information, also known as personal data, as provided by you on this form for the purposes of working with you and providing you with a service. Details of the services we provide are included on the reverse of this form. **IT IS IMPORTANT YOU READ THE ATTACHED PRIVACY POLICY BEFORE COMPLETING THIS FORM**

- Please tick all relevant boxes to indicate that you are providing Wiltshire CIL with your consent to hold and use your personal data.
- You will need to sign the form at the end of the page if you are giving us consent.
- You may consent to all, some, or none of the purposes. You have the right to withdraw your consent at any time.

FULL NAME	
ADDRESS	
POSTCODE	
CONTACT NO.	
EMAIL ADDRESS	

	YES	NO
I consent to my contact details, as given on this form, being held on Wiltshire CIL's internal databases.		
I consent to my details being shared with other organisations, where appropriate. (We will always let you know before doing this).		
I consent to being informed of Wiltshire CIL news/services/activities/events. (e.g., in the form of an e-newsletter).		
I consent to any planned audio and visual recording. (e.g., when attending events). Please refer to the Privacy Notice for more detailed information.		

I am happy to be contacted by: (please tick all that apply)

Email		Online (e.g., surveys)		Face-to-face	
Post		Telephone		Other:	

I confirm I have received a copy of the privacy notice and read and understood this consent form:

NAME (PRINT)	
SIGNATURE	
DATE	

At Wiltshire CIL we fully respect your right to privacy and the protection of your personal information. You can change your consent preferences or withdraw your consent completely by contacting the Wiltshire CIL Data Protection Officer at info@wiltshirecil.org.uk or 0300 1233 442. The use of your information will cease immediately except where we are required by law or under the terms of a contract to use your information. For full details of how Wiltshire CIL uses your information, please read the attached Privacy Policy.

OUR SERVICES

CO-PRODUCTION - USER ENGAGEMENT: The User Engagement Team works alongside people with lived experience of health and social care services to support, encourage and facilitate them to have their say, ensuring that their voices are heard and that they can contribute and influence how services are shaped and developed in Wiltshire.

COMMUNITY CONNECTING SUPPORT: The Community Connectors work alongside anyone who would like to work towards a more positive future and who feel that they currently aren't able to live well. This could be for lots of reasons and can include recovering from illness, coming to terms with big life events like COVID-19, or a death of a loved one, or losing touch with family and friends. The support we offer is different for everyone, as it's personalised to them.

DIRECT PAYMENTS SUPPORT: A Direct Payment is a cash payment given to someone who has been assessed as needing help from Social Services and wishes to arrange and pay for their own care and support services instead of receiving them direct from the Council. This could be by employing a personal assistant or by engaging an agency of choice. This service includes the processing of DBS checks and support provided to those who self-fund.

THE PIONEERS: A network of disabled people from across the county, sharing their views and expertise to help develop and design the services people use to live their lives well. Anyone aged 12 and over who has lived experience of disability, autism and/or mental health conditions can become a Pioneer.

TRAINING OPPORTUNITIES: WCIL provides relevant training for Individual Employers and their Personal Assistants.

EXAMPLES OF PERSONAL DATA & SPECIAL CATEGORY DATA?

PERSONAL DATA	SPECIAL CATEGORIES
Name	Criminal records
Email address	Racial or ethnic origin
Telephone number	Medical records
Internet Protocol (IP) address	Religious or philosophical beliefs
Home address	Trade-union membership
Identification Number	Blood Type
Location data	Political stands
	Genetic data
	Data relating to sexual orientation

WILTSHIRE CENTRE FOR INDEPENDENT LIVING

OUR PRIVACY NOTICE (SERVICE PROVISION)

This statement explains how we at Wiltshire CIL (WCIL) handle and use personal data collected from those who have a temporary or ongoing relationship with us in the respect of using our services. We are registered as a Data Controller with the Information Commissioner's Office (ICO), committed to protecting your personal information and to being transparent about what information we hold about you. We understand our obligations to help you understand how and why we process your personal data. Our Data Protection Policy and Procedures are governed by UK General Data Protection Regulation (UK GDPR).

WHY WE HOLD YOUR PERSONAL DATA:

- To deliver services and support to you, and to understand and provide the appropriate level of support to you.
- To manage the service(s) we provide to you and inform you of services that we can offer you.
- To investigate any concerns or complaints you have about the services you receive.
- To check the quality of our services and help with the research and planning of new services.
- To keep track on the use of public funds.
- For our legitimate business interests, - reasonable use in line with our aims and activities.

We only keep the information we need to in order to provide a service and/or support to you. Any information used for research and/or analysis will remain anonymous unless you have given your explicit consent that you can be identified.

WHAT INFORMATION WE COLLECT: To carry out our services, we collect and process a range of information (including sensitive personal data). Other information we hold will have been provided to us by another organisation/person authorised to act on your behalf, e.g., received by us as a referral. In some circumstances it may be necessary to share your information with the appropriate referring organisation/person. Data is stored in a range of different places - these may be both manual and electronic and in the form of case notes on our internal management systems. WCIL recognises the significance of sensitive personal data. WCIL processes certain sensitive personal data in order to provide a full support service to you.

LEGAL BASIS FOR PROCESSING:

- You have given WCIL clear consent to process your personal data for a specific purpose(s).
- For the performance of a task carried out in the public interest; in the exercise of official authority vested in us or a legal obligation that applies to us.
- For the purpose of the legitimate interests pursued by us or a third party which is in the legitimate interest of all parties involved.
- Special Category data: for the provision of health or social care or treatment, or the management of health or social care systems and services.

HOW WE USE YOUR PERSONAL DATA: Your personal data may be used for several purposes, including but not limited to:

- Internal reporting and record keeping.
- Administrative purposes.
- Responding to requests you may make.
- Keeping you informed of any relevant changes. Communications to you may be sent by post, telephone, or email, as advised by you on the Consent Form.

If you have any concerns or queries about any of these purposes, or how we communicate with you, please contact us at the address below. We will always respect a request by you to stop processing your personal data.

SHARING YOUR DATA WITH OTHERS: Data may be shared between certain members of WCIL staff who legitimately need the information to carry out their duties. We may share your information with, and obtain information about you, from third-party and other professionals, depending on the service we provide to you. For example:

- With the appropriate referring organisation/person.
- If a safeguarding issue arises.
- If there is a criminal investigation and we are requested to provide information.
- With reputable third-party organisations we use to help provide our services to you, i.e. provision of payroll services, or sending communications to you.

There may be times WCIL needs to make other disclosures of your personal information without your consent. Any such disclosures will be made in accordance with the obligations imposed on WCIL by the UK General Data Protection Regulation and other relevant legislation. This will always be done with due consideration of your rights. This would normally only occur if it were necessary to protect your vital interests or the vital interests of another person, or for example, disclosures to the police for prevention or detection of crime.

WCIL does not sell your personal data to third parties under any circumstances or permit third parties to sell on the data we have shared with them. WCIL does not share data outside of the UK, or the European Union, but if we do, we will let you know.

Photography & Filming: If you have consented to WCIL using for example, photographs/video recordings, these may be used internally and externally to promote the work of WCIL. This could be in either print or digital format and used e.g., in publications/websites/e-marketing/social media/film and for teaching/research purposes. Images on websites can be viewed throughout the world and some countries may not provide the same level of protection to the rights of individuals as the UK. The images may be kept permanently once they are published, and as an archive. If you withdraw your consent at any time, the media will not be used in the future but may continue to appear in publications already in circulation.

HOW WE PROTECT YOUR DATA AND HOW LONG WE KEEP YOUR DATA: We take the security of your data seriously. Internal policies and controls are in place to ensure that your data is not lost, accidentally destroyed, misused, or disclosed and not accessed except by those authorised during the proper performance of their duties. Your data will only be kept as long as is necessary for the purpose(s) for which it was collected and in accordance with our Data Protection Policy & Procedures and will be securely destroyed when it is no longer required. We reserve the right to judge what information we must continue to hold in the fulfilling of any contracts we hold.

YOUR RIGHTS: You can find out more detailed information about your rights here: <https://ico.org.uk/for-the-public/>.

[1] The right to be informed; **[2]** The right of access; **[3]** The right to rectification; **[4]** The right to erasure; **[5]** The right to restrict processing; **[6]** The right to data portability; **[7]** The right to object; WCIL does not use automated decision-making processes, or profiling.

If you would like to exercise any of these rights, you can contact our Data Protection Officer using the details below. If you believe the organisation has not complied with your data protection rights, you can complain to the Information Commissioner's Office : <https://ico.org.uk/make-a-complaint/data-protection-complaints/data-protection-complaints/>
