

How we use your information (Grief Support)

The kind of information we hold about you

- Personal contact details such as name, address, telephone number, email address
- Date of birth or age category. This is used for monitoring purposes.
- Gender and Ethnic group. These are used for equality monitoring.
- Next of kin and emergency contact information.
- Personal circumstances e.g. recently bereaved/housebound to help identify needs which you would like us to help you with.
- Information about your home environment. This is needed for risk assessing ahead of home visits.
- Organisations, individuals and services that are supporting you.
- Communications exchanged with you, feedback from you in relation to delivering services and notes of meetings concerning the service provided to you.

Why we collect and use this information

- So that we can provide grief support.
- So that we are able to contact and visit you and keep in touch.
- So that we are able to contact someone you have nominated in the case of an emergency.
- To find out and understand how you need support.
- To act as a reminder of action points from assessments.
- As part of our standard risk assessment process to evaluate whether there are any safety issues to consider.
- For equality monitoring.
- To monitor, and report on an anonymised basis, on access to the service, outcomes and the quality of the service.

We hold and use this information in these ways as it is necessary for us to provide and monitor the service and work out how we can best help you, or otherwise where you have given us your permission.

How we store this information

We will store this information securely in our electronic database which can only be accessed by authorised staff, and printed referral forms will be securely stored in lockable cupboards.

We update the information while we are in contact with you and keep it for no more than 3 years after our contact ends, at which point paper copies are securely shredded and electronic information is anonymised.

Examples of when we may share your information

We may share certain relevant information in order to provide the support you have asked from us, for example in these situations:

- With your permission, with your healthcare provider, such as your GP, if you ask us to make a telephone call on your behalf
- With your permission, with other professionals working for external agencies who could provide additional or ongoing support, such as a counselling service you have asked us to refer you to
- With Wimbledon Guild staff as part of our safeguarding or complaints processes.
- To the individual you have given us permission to speak to in relation to a particular matter or in an emergency.

We may also disclose personal information without your knowledge or consent if we have reason to believe that this will help protect someone at risk/yourself, for example to Social Services or the Police, or where this is required by law. Where practical we will inform you at the time.

Further information

Our full Privacy Notice can be obtained from any member of Wimbledon Guild staff or can be found on our website here: wimbledonguild.co.uk/privacy_policy.html.

For more information about your rights in connection with your personal information please contact our nominated Data Protection Lead:

Ola Sokoya, Head of Finance and Resources

020 8946 0735

osokoya@wimbledonguild.co.uk

Wimbledon Guild

Guild House, 30/32 Worple Road,

London SW19 4EF.