



**How do I access the information you have about me?**

You have the right to request a copy of the information we hold about you. If you want information about someone else, you must prove you have the right to access their information, e.g. you have Power of Attorney or written consent from them. If you would like a copy of the information we hold about you or someone else you can contact our Privacy Officer using the details below.

When you make a request for your information, we will respond to you within thirty (30) days of receiving the request. Your information will usually be provided to you free of charge. To ensure the security of your

information we may ask you to provide identification documents to confirm you have the right to access the information you are requesting.

You also have the right to ask us to amend or remove your information. For more information about your data protection rights and how to exercise them, contact our Privacy Officer using the details below.

If at any time you want to know more about our privacy policy and practices, or have any enquiries relating to your personal information, you can write, email or telephone us. You can also send an online enquiry.

Please mark any correspondence for the attention of the Privacy Officer.

**Social Prescribing Sutton, c/o Age UK Sutton**

Sutton Gate  
1 Carshalton Road  
Sutton SM1 4LE  
T: 020 8078 0002  
E: [dataprotection@ageuksutton.org.uk](mailto:dataprotection@ageuksutton.org.uk)  
Visit [www.ageuk.org.uk/sutton/contact-us](http://www.ageuk.org.uk/sutton/contact-us) to send a message online

Social Prescribing Sutton is a service commissioned by Sutton's Primary Care Networks. Age UK Sutton (charity no.1085875) is the host delivery partner and contract holder.

Age UK Sutton is a charitable company limited by guarantee and registered in England and Wales Registered charity number: 1085875. Company number: 4175500

Registered office is Sutton Gate, 1 Carshalton Road, Sutton SM1 4LE  
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**Social Prescribing**  
Sutton

# Privacy Statement

Social Prescribing Sutton is committed to respecting your privacy and protecting the security of the personal information you share with us.

This leaflet tells you how we keep your personal information safe and secure, and how we protect your privacy. It tells you what information we collect and why, and how we use it. It explains how we keep your information safe, and who, if anyone, we share it with, and the reasons why we would do that. It also tells you your rights when it comes to seeing what information we hold about you or someone else.



### What information do we collect about you?

We collect and use your information for the purpose of providing a service to you. Collecting personal details such as your name, address and contact details allows us to create a secure record about the services and support you receive from us. We may ask for details of other people who you agree as your key contacts. This lets us discuss the support you receive with them, e.g. in an emergency, or giving them an update on your wellbeing.

We record the contact that we have with you (or with your agreed key contact) so that the Social Prescribing Sutton team involved in supporting you have up to date information about your case or enquiry.

The personal details we collect depends on the support we give you, which is why sometimes we may ask for more sensitive information. For example, we may ask about health conditions you have as part of supporting you with a benefits application.

### How do we use your information?

We take our duty to protect your personal and confidential information very seriously. We use a secure database that is only accessed by the Social Prescribing Sutton team and colleagues at Age UK Sutton to store and process your information.

All our staff and volunteers receive training on Confidentiality and Data Protection, and we take all reasonable steps to ensure your information is secure. Any data we hold on you is held in accordance with the General Data Protection Regulation, Data Protection Act 2018 and Age UK Sutton's Privacy Policy and procedures.

We do not keep your information for longer than is necessary, which can depend on the purpose it was collected for and on current legislation. Any information we no longer need is either deleted or made anonymous.

### Who do you share my information with?

Under normal circumstances we will never share your information with anyone else, including friends or family members, without your explicit consent and understanding. We will only share information and discuss your support with your GP where relevant, and any people you have agreed we can speak to as a key contact. We take reasonable steps to ensure this information and your consent is up-to-date.

Sometimes, it may benefit your situation to share your information with other professionals or organisations, such as other charities or statutory bodies like Sutton Council. We will always ask your permission before we share your information, and tell you what we want to share.

In rare circumstances, we may be required by law to disclose certain information without your consent. These include:

- If it is in relation to illegal or fraudulent activity.
- If we are concerned that an individual that is involved in an interaction with Social Prescribing Sutton is at risk of serious harm. In such cases we may notify a relevant statutory body of our concern, for example, social services or the police.
- If there is a matter of serious public safety.

Such disclosures will be made following the locally agreed procedures that the Social Prescribing Sutton team have been trained in.

**Our full Privacy Policy is available online at [www.ageuk.org.uk/sutton/privacy-policy](http://www.ageuk.org.uk/sutton/privacy-policy)**

**You can also ask us to send you our full Privacy Policy by contacting Social Prescribing Sutton, c/o Age UK Sutton using the details at the back of this leaflet.**