

## Sólás Privacy Notice

Sólás collects data on staff, volunteers and service users in order to deliver the best possible service. This includes names, addresses, contact details, background and sometimes medical details and or/statements of official diagnoses. Sólás only collects essential data and we never share it with anybody outside the charity without prior authorisation. Highly sensitive information is only handled by trained, qualified staff (never volunteers or placement students).

Where the individual concerned has given permission for us to share this info with other professionals (such as local support Hubs, schools, BHSCT, social workers or volunteering organisations) the information will be sent by encrypted email to ensure privacy. Staff will try their best to anonymise individuals and use initials when sharing information between teams and with outside professionals.

We will only use your information for charity-related purposes. We will never share your information with unrelated bodies. We do not sell information to 3<sup>rd</sup> parties.

We do not keep your data longer than it's needed. The information we hold on you is accessed by the relevant staff only while it is needed and will be destroyed as per the Retention Schedule in our Records Management Policy. Our staff operate a Clear Desk policy and all records (including archived records) are stored in locked cabinets. We may utilise your information where needed only for legal or audit purposes.

Our website does not use cookies or third party sellers.

Our company number is NI072164 (Northern Ireland).

Our registered address is:  
284a Ormeau Road  
Belfast BT7 2GB  
Northern Ireland

We are registered with the Charity Commission for NI. Our charity number is NIC100114.

You have a right to access any data we hold about you and we will deal with any subject access request within 4 weeks. Please call 02890 247600 or write to the Data Protection Officer at the address above, marking your request "subject access request" and giving us your name, address, which programme you/your child was involved with & dates.

You have the right to ask us to stop processing your data. Please contact us on the details above to let us know if you want us to erase, stop or amend any part of our processing and as far as we are able to (when taking into account our own legal obligations) we will do so.

If you have any complaints, you can contact us on the details above and we'll do our utmost to get to the bottom of things. If you feel your complaint has not been dealt with satisfactorily by Sólás, the supervisory authority for data protection in the UK is the Information Commissioner's Office (ICO) which you can contact on 0303 123 1113 or via their website at [ico.org.uk](http://ico.org.uk).

