



Data Controller: Inspire North, 3 Limewood Way, Leeds LS14 1AB

Tel: 0113 2739660, E-mail: informationgovernance@inspirenorth.co.uk

Introduction

At Inspire North, we are committed to ensuring that your personal data is protected and never misused.

Our privacy policy explains what personal data we collect, why we collect it, how we use it, the control you have over your personal data and the procedures we have in place to protect your personal data. It applies to personal data we collect through our websites, services and products (explained in more detail below).

By sharing your personal data with us, and by continuing to use our websites, services and products, you confirm that you have read and understood the terms of this privacy policy. We take responsibility for the personal data we collect about you, and we aim to be fair and transparent about how we handle it, and give you control over it.

If you have any questions, comments or concerns about any aspect of this policy or how Inspire North handles your information please email our Team at informationgovernance@inspirenorth.co.uk

Who are we?

Inspire North is a charitable Community Benefit Society (CBS) whose registered office is at 3 Limewood Way, Leeds, LS14 1AB.

We're here to create a world where everyone matters, building brighter futures for people within the health, housing and social care sector through our family of organisations.

Our heritage is important to us and we're not afraid to be different; making a meaningful difference is at the heart of what we do. We are continually evolving while always staying true to our values.

We are passionate about what we do and treat everyone with respect.

Privacy Principles

Privacy policies can be complicated. We have tried to make ours as clear and as accessible as possible. To help, we have also summarised how we handle your personal data at Inspire North in our privacy principles below. These principles demonstrate our commitment to protecting your privacy and handling your personal data in the right way and as you would expect it to be handled.

At Inspire North we:

1. Will only ask for or collect the personal data we need to provide and improve the service, products and experiences our clients expect.
2. Give you control over the personal data we hold about you to ensure it is accurate and reflects your preferences.
3. Make sure your personal data is always secure and protected.
4. Are fair and transparent about how we use the personal data we hold.
5. Only ever use your personal data for the purpose that you trusted us to use it for.
6. Will never sell your personal data and only share it as outlined in our privacy policy or when you ask us to.
7. Respect your choices and will inform you if there are important changes that affect your personal data or how we use it.
8. Take responsibility for the personal data that we hold about you.

Please send an email to informationgovernance@inspirenorth.co.uk or write to:

Information Governance
Inspire North
3 Limewood Way
Leeds
West Yorkshire
LS14 1AB

The organisation has a Senior Information Risk Owner (SIRO). The SIRO's job is to make sure the organisation handles information risks properly. They speak up about these risks to the Board and give written advice to the Accounting Officer on how to include them in the annual governance statement.

We also have a Caldicott Guardian (Director of Operations) who makes sure patient and service-user information stays private while allowing it to be shared when necessary.

What Personal Information We Collect

We will collect and process the following data about you:

- Information you give us. This is information about you that you give us, by filling in forms on our website or by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you register to use our website, access or apply to access our services, participate in discussion boards, chat facilities or other social media functions on our site, enter a competition, promotion or survey and when you report a problem or complaint to Inspire North about any of the services in our organisation. The information you give us may include - but is not limited to - your name, address, e-mail address and phone number, financial and credit card information, sensitive personal information, (for example - Health data, sex life, sexual orientation, biometric data etc), personal description and photograph.
- Information we receive from other sources. This is information we receive about you from any of the other organisations that commission or provide services on behalf of Inspire North, provide services to you alongside us e.g. the NHS or work in partnership with us. In this case we will ensure that either the organisation has previously informed you that we will be provided with the information, or we will inform you as soon as practicable after the receipt of the information.

A list of Inspire North's activities can be found at <https://www.inspirenorth.co.uk/>

How We Use Personal Information

We may use the information we hold about you in the following ways, but not limited to:

- To provide services to you and your carers or to assess
- To report on the services we provide and outcomes to commissioners and our Board
- To further our understanding of outcomes and effectiveness of the services we provide
- To provide services to employees, potential employees and volunteers including Board Members
- To continually improve our services

Information we collect about you via our website

We will use this information to, but not limited to:

- Administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.
- Improve our site to ensure that content is presented in the most effective manner for you and for your computer.

- Allow you to participate in interactive features of our services when you choose to do so.
- Help keep our site safe and secure.
- Make suggestions and recommendations to you and other users of our site about services that may interest you or them.

The legal basis for processing your information

The legal basis for processing your information is usually that the processing is necessary for a contract we have to deliver the support you receive from Inspire North, under UK-GDPR Article 6 (f) and Article 9(d), where processing is necessary for the protection of your legitimate interests or the legitimate interests of a third party, in order to understand, deliver and improve the service you receive from Inspire North. In some cases, we may ask for your consent, and when we do we will always let you know what we are asking for and why.

The table below sets out the broad categories of information we process and the legal basis for processing it:

Data Item	Reason for Processing
Referral Data: Reason for referral Support Needs	To assess eligibility for service and identify support needs
Demographic Data: Gender Religion Ethnicity Address Sexual Orientation Pregnancy Ex-armed forces Criminal Convictions	To monitor the access, effectiveness and outcomes of our services to diverse communities and to ensure we can work effectively with individual need
Housing Data: Landlord Previous accommodation inc. Prison Access Requirements Tenancy Type Arrears Dependent in household and if a child the age	To understand previous history, identify any homeless/arrears issues
Disability Data: Disability Type Communication Support and Language	To ensure our services are accessible (see demographic data above)
Mental Health Data	To assess for service eligibility, identify support needs and risk management tools
GP data: Registered with Name and Address	To ensure registered and to enable effective communication with Primary care e.g. in crisis situations
Next of Kin Data: Contact details and if live with client	To ensure we can contact someone in an emergency. Identify relatives and carers as part of support network
Service Data (work carried out within the service in case notes, support plans etc.) Category of support Close reason/Eviction	To document the work our services do

Financial Data: In employment Receipt of benefits/type In education National Insurance Number	To document the work our services do and ensure client is receiving full benefit or other financial support/entitlement
Risk Data: Classification Risk Alert Personal Data	Assess risk and ensure a robust management plan is in place
Client Case Notes	To record work with clients
Medical Data (Covid vaccination data) Drug and Alcohol scripts Medications	To assess risk To deliver services so can support clients with health and wellbeing

In other instances, we may have a legitimate interest to process your information for our internal business and administrative functions. Other types of legitimate interest we might have in processing or sharing your personal information may include preventing loss of revenue and fraud prevention. For example, we may pass your details to a debt collection agency if you have not paid your rent or service charge (in pursuit of our legitimate interest in preventing loss of revenue).

Information we receive from other sources

We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

Automated Decision Making and Profiling

We may analyse your personal information to help us assess your needs. This will allow us to contact you with information that is relevant to the services we offer to you or to assist in delivering our client charter.

Any personal information we use for analysis/profiling will be processed in line with our legal basis for processing that is listed in more detail within this notice.

Disclosing your information

- Your personal data is information which identifies and relates to you including your contact details and photographic image and includes information we obtain directly from you or from third parties.
- We may disclose your personal data to third parties where this is necessary for operational purposes in order to facilitate the provision of our services or where required to do so by law.
- We may on occasion disclose your personal data to third parties (including but not limited to our service providers or agents and other local authorities for purposes set out in this policy and specific terms of use as required at the point of collection).
- We may also disclose your personal data to third parties if it is to fulfil a legal duty or to enforce our terms of use.

How to manage contact preferences and consent

To find out how to manage your contact preferences and consent please read the specific subject and services section below.

Non-EEA Data Transfer

To provide our services, we may need to share your Personal Data with third parties and suppliers outside the European Economic Area (the "EEA"). If we do this, we will ensure your Personal Data receives the same protection as if it were being processed inside the EEA. For example, our contracts with our suppliers stipulate the standards they must follow to process Personal Data.

We currently implement the following safeguards to protect your personal data:

- Encrypting data when in transit.
- Implementing standard contractual clauses (SCCs), as approved by the European Commission.

Summary of your rights

- You have a right to request a copy of any personal data we hold about you by making a Subject Access Request. Any request must be made in writing to the address below and include the following information:
 - full name – including any previous/other names used
 - date of birth
 - full address
 - telephone number
 - any unique registration or ID numbers used with the organisation
- You have the right to amend or withdraw any consents you have provided at any time. This will include marketing consents. Should you wish to do this, please contact Inspire North at the address below or alternatively at informationgovernance@inspirenorth.co.uk
- If you have any objections in relation to the processing of your personal data by Inspire North, you have the right to lodge a complaint with Inspire North or the Information Commissioner's Office or with any other relevant supervisory authority.
- You have the right to request access to and rectification of any inaccurate or incomplete personal data held by Inspire North.
- You have the right to request that Inspire North (and anyone processing your personal data on Inspire North's behalf) erases your personal data from Inspire North's systems and files. (note – there may be occasions in which this is not possible but in such circumstances you will be advised appropriately)
- You have the right to request that Inspire North provides to you, or a third party nominated by you, a copy of all personal data held by Inspire North about you in a data portable format.
- You have the right to complain to us about the way we have handled your personal data, and your other rights.
- If you submit a formal data complaint we must acknowledge this within 30 days and seek a resolution/outcome without undue delay. Whilst these are the time limits imposed by data protection legislation, Inspire North's policy dictates that we must acknowledge all complaints within 5 working days and respond/resolve within 10 working days of acknowledgement.
- In order to complain please contact informationgovernance@inspirenorth.co.uk.

The address to use for any matter relating to your data protection rights in relation to the Data Protection Act and GDPR is:

Information Governance
Inspire North
3 Limewood Way
Leeds
West Yorkshire
LS14 1AB

Information Security and Privacy

We are committed to protecting your personal information. We use appropriate technical and organisational measures, including encryption, to protect your personal information and privacy, and review these regularly. We protect your personal information using a combination of physical and IT security controls, including access controls that restrict and manage the way in which your personal information and data is processed, managed and handled. We also ensure that our employees are adequately trained in protecting your personal information. Our procedures mean that we may occasionally request proof of identity before we share your personal information with you.

In the unlikely event that we do suffer a security breach which compromises our protection of your personal information and we need to let you know about it, we will do so.

Third-party websites you access through links on our websites will have their own privacy policies. We do not accept any responsibility or liability for these policies.

Privacy Statement Changes and Previous Versions

We will review and update this privacy policy at least once a year and will note the date it was last updated below.

If we change our privacy policy, we will post the details of the changes below. If we have your e-mail address, we may also e-mail you with information on those changes. If we need to, we will also ask you to confirm that you are happy with those changes.

We stand behind the commitments we have made. We will never change our policies and practices in a way that will offer less protection for personal information that we already have about you without your consent.

This privacy policy was last reviewed and updated in March 2025.

Specific Services and Transactions Privacy Notices

Young Persons Data (13-17 Year Olds)

Inspire North provides services to support young people and their families. In order to do this, we will need to collect and process some personal details relating to you and your family.

Contact details

If you have any questions relating to your personal data you can speak directly to the member of the team that you are working with or alternatively contact:

informationgovernance@inspirenorth.co.uk

How we use your information

Inspire North will use your information to:

- To register you as a client and provide you with the relevant support services
- To process and deliver your request for our services
- Ensure that you are given the appropriate advice and guidance
- To refer you to external organisations for additional services relevant to achieve your care goals
- To comply with Information Sharing Agreements where the service is a member which can be for the purpose of Adult and Children Safeguarding, Anti-social behaviour, Criminal Justice orders, etc.
- To include your attributable information in data returns to organisation like NHS and Department of Health to aid in the production of statistics for performance management and service improvement purposes
- To use data to improve our services, relationships and experiences

Who will have access to my personal data?

Your data will be retained securely and access will be limited to those that you come into contact with from Inspire North and its associated bodies (Please see the Case Management Systems section for further details). We may also on occasion be required to share your data with the following organisations where we have a legitimate reason to do so or in order to ensure that you receive any support required:

- Local Authorities
- Schools
- NHS Services
- Police

If and when we do share your data we will make sure that you are fully informed and the reasons for sharing are explained to you in a way that you can understand.

What information is processed?

Inspire North will keep records of information provided to us from you, your family and other organisations in relation to the support we are providing to you or to your family.

Some of that information will be personal or sensitive information. This will include your name, address, and other contact details. It may sometimes depend upon the support and situation including information relating to your health and wellbeing, your racial or ethnic origin, religious or philosophical beliefs, your sex life, sexual orientation.

Retention period

All information gathered will be confidentially destroyed and disposed of in line with Inspire North's policies and procedures and relevant legislation. Please be assured that everything you tell us will be treated confidentially and we will ensure that we abide by current data protection laws and other laws governing privacy and security or personal data.

Summary of rights

Anyone over the age of 13 has the right to make decisions on how their data is being processed, unless they are judged via professional assessment to not have the capacity to fully understand how their data is to be used. In such cases a third party, such as a parent or guardian or individual with power of attorney can be asked to assist or make the decision on the individual's behalf.

You have several statutory rights that are explained in the section above titled "Summary of the data subject's rights".