



# Time to Talk Next Steps



## Project Privacy Statement

### What information is NDTi collecting and why?

When you submit a Request for Support as part of Time to Take Next Steps, we collect the following information:

- Name
- Email address
- Phone number
- Date of birth
- home address
- Details of someone close to you (name, email, phone number & their relationship to you)
- Name of your school or college (if applicable)
- How you identify (female/male/intersex)
- Ethnic background
- Some details of your additional support needs
- An indication from you about the level of anxiety you feel

We use this information to decide if we give you support.

### How will NDTi ensure my personal information is safe?

Your personal information will be stored electronically on NDTi's internal ICT systems, which are compliant with the official level of the Government Security Classifications Scheme. NDTi's systems also meet the requirements as outlined within the Cyber Essentials Scheme and are compliant with the General Data Protection Regulations (2018).

### What will NDTi do with my personal information?

If you are allocated support from the project, we will contact you within six weeks and tell you who your Time to Talk Next Supporter will be and link you with them.

If you are not allocated support, we will delete your personal information within three months of receipt.

Access to the information will be restricted, and only key members of the team working on the project will be able to access it. All personal records will be deleted in October 2024 when the project ends.

Under General Data Protection Regulation (GDPR), we need to tell you what the legal basis for us processing your personal information is. This is 'consent' – through reading this information sheet, agreeing to participate and signing the consent form, you are consenting to us processing the personal information detailed above.

### **Sharing personal information**

Your personal information will only be shared with NDTi staff and associates working to deliver Time to Talk Next Steps.

Everything you tell us in your support sessions will be kept confidential within the Time to Talk Next Steps staff team (unless there is a safeguarding issue).

We may include things you say in our reports as quotes, but we will not use your name or any other information that will identify you.

If you ask to be put in touch with other activities or services not run by NDTi, staff can help but they must first get your permission to share your contact details.

### **Safeguarding**

If staff at Time to Talk Next Steps think that you, or someone else, is at risk of harm they must tell someone else what you have said.

### **What is the legal basis for processing the data?**

Under General Data Protection Regulation (GDPR), we need to tell you that the legal basis for us processing your personal information is 'consent'.

By reading this Privacy Statement, submitting a Request for Support Form, agreeing to participate and signing the consent form you are consenting to us processing your personal information.

## How will NDTi keep this privacy policy up to date?

NDTi will check this privacy policy once every year during the project. In July 2022, July 2023 and July 2024.

## Personal information – your rights

Your rights regarding your personal information are detailed below. You can exercise your rights at any time, by making a request to NDTi's Data Protection Officer either verbally or in writing.

**The right to be informed** - This Participant Information Sheet provides you with information about how we will process your personal data and keep it safe, how long we will keep your personal data and, if applicable, who we will share it with.

**The right of access** - NDTi have processes in place to ensure that we respond to a subject access request without undue delay and within one month of receipt.

**The right to rectification** - You have a right to have inaccurate personal data we hold about you rectified, or completed if it is incomplete. We have one calendar month to respond to your request. In certain circumstances we can refuse a request for rectification.

**The right to erasure** - You can ask that we erase your personal data. NDTi will keep your information safe and secure. All personal records will be deleted in October 2024 (3 months after the Time to Talk Next Steps project has finished).

## Who is organising and funding Time to Talk Next Steps?

The National Development Team for Inclusion (NDTi) is the organisation delivering Time to Talk Next Steps. NDTi is a not for profit organisation working to enable people at risk of exclusion, due to age or disability, to live the life they choose.

To find out more about NDTi, please call 01225 255 268 or visit our website: [www.ndti.org.uk](http://www.ndti.org.uk)

The project is funded by The National Lottery Community Fund. It runs until July 2024.

## What if there is a problem?

If you have a question or a problem, speak to your Supporter as soon as possible about this. They will share their contact details with you, and you can contact them at any time between 9 and 5pm on weekdays.

If you want to complain about anything to do with this project but do not wish to speak with your Supporter, please contact:

Sally Richens, Director of Resources (NDTi)  
4 Queen Street  
Bath  
BA1 1HE  
01225 255 268  
[office@ndti.org.uk](mailto:office@ndti.org.uk)

## Want to exercise your rights under GDPR around the personal information that is held about you?

You can do this at any time, by making a request to NDTi's Data Protection Officer either verbally or in writing. NDTi's Data Protection Officer is:

Sally Richens, Director of Resources, NDTi (contact details as above).

## How to complain to the Information Commissioner's Office?

Whilst we encourage you to discuss any concerns you may have about how NDTi hold or process your data with our Data Protection Officer, you have the right to complain directly to the Information Commissioner.

The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
0303 123 1113  
<https://ico.org.uk/concerns/>

