



## **Friendly Faces Privacy Policy**

### **Our contact details**

Name: Friendly Faces Address: 19 Emmbrook Road, Wokingham, RG41 1HF Phone

Number: 07588738405/ 07824357945

E-mail: [enquiries.friendlyfaces@gmail.com](mailto:enquiries.friendlyfaces@gmail.com)

Date : 26/02/2026

### **The type of personal information we collect**

We currently collect and process the following information:

- Name and contact details
- Emergency contact information
- Doctors surgery and details
- Emergency contact information

### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- From yourself or the representative setting up the support plan
- Care and support plan
- Good practice
- Safeguarding

We also receive personal information indirectly, from the following sources in the following scenarios:

- Different professions in conjunction with support and care plans

We use the information they you have given us to make sure that we can provide appropriate support and provide information to the relevant parties in the case of adjustments to the support plan.

We may share this information to authorities the need information.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are :

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting**

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**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We have a legitimate interest.**

#### **How we store your personal information**

Your information is securely stored. We keep your information provided for 3 years. We will then dispose your information by deleting all electronic files as well as confidentially destroy all information.

#### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us [enquiries.friendlyfaces@gmail.com](mailto:enquiries.friendlyfaces@gmail.com) if you wish to make a request.

#### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at the above address.

You can also complain to the ICO if you are unhappy with how we have used your data.

**The ICO's address:**

Information Commissioner's Office

Wycliffe House

Water Lane Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>