



TALK

Supporting People with Aphasia after Stroke
TALK Surrey CIO, Charity No: 1176014



Privacy Notice for Recoverers

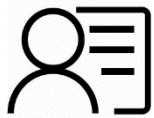
TALK needs to collect some information about you. This helps us to provide you with the right support.

We are legally responsible for the personal information we collect about you.

We respect your privacy and will protect your personal information.

This privacy notice will help you understand how we collect, use and protect this information. It also tells you about your rights.

We review this Privacy Notice regularly. It was last updated on **24th June 2021**.



What information we collect

Personal information is any information that can be used to identify you.

We collect the following personal information about you:

- your contact details including your name, your address, your phone number, your email address
- contact information for your next-of-kin
- information about your health, communication and social situation
- the results of speech and language therapy assessments.

We get most of this information from you or a member of your family

We may also get some information from the person who refers you to TALK. This is usually a speech and language therapist.



How we use the personal information

We use your personal information for the following purposes:

- to register you as a service user
- to provide you with the right support
- to provide a safe and effective service.
- to contact you if we need to

Only staff and some volunteers of TALK can see your personal information. They need to see it to carry out their work.

We may share your information with your speech and language therapist. This will help us to give you the right support.



How we follow data protection laws

We follow the General Data Protection Regulation (GDPR).

The lawful basis for processing your personal information is **Consent**. When you join TALK, you give us your consent for processing this information.

You can remove your consent at any time - contact Sharon Spurdle at info@talksurrey.org.uk or on **07718 425953**

We ask for your health information to help us support you effectively. This meets the requirements of the Data Protection Act 2018 Schedule 1 Part 1 (2-2d,f), and Part 2 (16-1, 2, 3, 4, 5, 6).



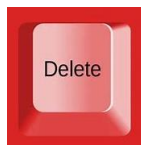
How we store your personal information

We store your information safely to stop it being lost, stolen or changed.

We store paper forms in a locked filing cabinet.

We store electronic information in password protected files.

We have procedures to deal with any data breach.

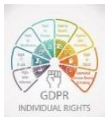


How we dispose of your personal information

We keep your personal information for six months after you leave TALK.

We shred all paper-based information.

We delete all electronic information from all devices and cloud storage.



Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You can ask us for copies of your personal information.
- **Your right to rectification** - You can ask us to correct personal information you think is wrong.
- **Your right to erasure** - You can ask us to get rid of your personal information.
- **Your right to restriction of processing** - You can ask us not to process some of your personal information.
- **Your right to object to processing** - You can object to us processing your personal information.
- **Your right to data portability** - You can ask us to give your personal information to someone else.

You don't have to pay anything for asking us to do these things.

If you want us to do any of these things, please contact us at:

Email: info@talksurrey.org.uk

Phone: 07718 425953

Address: PO Box 655 Epsom KT17 9NL

We have one month to reply.

How to complain

If you have any concerns about how we use your personal information, contact us (see details above)

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we use your information

ICO Helpline number: 0303 123 1113

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