

Nottinghamshire Deaf Society

ESTABLISHED 1890

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Privacy Notice – Sign Language Interpreting Service

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Nottinghamshire Deaf Society – Privacy Notice: Sign Language Interpreting Service
PUBLIC

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1	01/06/18	J. Giles	First Draft

Distribution

Name	Title
PUBLIC	Via NDS Website
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Approval

Name	Position	Signature	Date
J. Giles	CEO	J. GILES	1/06/18

Nottinghamshire Deaf Society – Privacy Notice: Sign Language Interpreting Service PUBLIC

This privacy notice tells you about the information we process about you when you use the Sign Language Interpreting Service. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

1 Who are we?

We are **Nottinghamshire Deaf Society**. Our address is **22 Forest Road West, Nottingham, NG4 7EQ**. You can contact us by post at the above address, by email at nds@nottsdeaf.org.uk or by telephone on **+44 (0)115 970 0516**.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

2 How do we use your personal data?

The following describes the different ways we collect and use data when you use the sign language interpreting service:

2.1 When an appointment is booked for an interpreter

When an appointment is arranged to provide a sign language interpreter we need you to provide a variety of information including your name, address, contact telephone or mobile number, date of birth and sex. This information is collected to be able to provide an interpreting service to you. Without all of this information it may cause problems in ensuring we provide the service to the correct person. Our lawful basis for processing this information is contractual.

We also ask you to provide some special information about your religion, ethnic background, disabilities and sexual orientation. We must ask your permission to record and use this information. This information is collected to be able to provide anonymous monitoring data to organisations which fund the service and for our own internal monitoring.

When an appointment is requested by a hearing customer (for example your doctor) we also collect and store information relating to that appointment. This includes the date, time and location of the appointment, the nature of the appointment and the names of other people attending the appointment. This may include the name of professionals who work with you, for example your doctor.

We will keep this information for up to 2 years following your last appointment unless we are required to hold it longer according to the terms our contracts and agreements with funders.

This information is held locally and is not stored or sent outside of the UK. We provide information about the booking including the nature of the appointment with hearing customers and in some cases freelance interpreters who we employ to provide the service. We only share the information that is relevant to the booking.

We do not use the information you provide to make any automated decisions that might affect you.

2.2 To provide hearing customers with sign language interpreters

When an individual or organisation contacts us to arrange an interpreter to attend an appointment with a deaf person we need you (the hearing customer) to provide a variety of information. This includes your name, contact telephone numbers, business address and information relating to financial processes.

We also expect you to provide information about the deaf person who will be attending the appointment. This includes their name, address, contact telephone numbers, email and date of birth. This is to ensure we know who will be attending the appointment and also for monitoring purposes. Our lawful basis for holding this information is contractual.

We will ask you to provide outline details of the appointment including location, date, time, the nature of the booking or event and the name and contact details of who to contact to receive further preparation resources. This may be a 3rd party outside of your organisation. In the case of healthcare or employment related appointments, the information you provide may be regarded as special category data. We can only process this for the purposes of the booking as it receives special protection under the law. This may also include unique identifiers such as the individuals NHS or hospital numbers.

At the time of the appointment we will ask you or your representative to confirm that the booking took place. We expect you to provide a name, position (or job role) and a signature to do so. This is stored on paper in a secured file and is only used for the purposes of processing the appointment. You also have the opportunity to provide a comment. This is for monitoring purposes and is provided, in anonymous form, to our funders and management team.

This information is held locally and is not stored or sent outside of the UK. We provide information about the booking (where requested) to deaf clients confirming the details of the appointment and who the Sign Language Interpreter is. We only share the information that is relevant to the booking.

We do not use the information you provide to make any automated decisions that might affect you.

2.3 When you provide freelance interpreting services

When you work for us (as a freelance interpreter) we expect you to provide information, including your name, address, contact telephone number, email address, details of professional qualifications and registrations, proof of a Disclosure and Barring Check from within the last 3 years and information about your rates and charges. Without this information we are unable to engage you as a freelance worker.

This information is collected to be able to arrange each engagement with you, and to allow you to participate in the charitable and business activities for which you have been engaged.

We will share your name with hearing customers and deaf clients when we confirm the booking to both parties.

We will keep information about you for as long as you provide services to us and for a period of 6 years after this

We do not use the information you provide to make any automated decisions that might affect you.

3 Your rights over your information

By law, you can ask us what information we hold about you, request to have access to it, and you can ask us to correct it if it is inaccurate.

In those cases where we process your information for contractual reasons, you can ask us to give you a copy of the information.

If you believe we are not using your information lawfully you can ask us to stop using it for a period of time. In some circumstances, you may have the right to ask us to erase your personal data.

To submit a request by email, post or telephone, please use the contact information provided above.

4 Your right to complain

If you have a complaint about our use of your information, we would prefer you to raise it with us in the first instance to give us the opportunity to put it right, but you can also contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF