

PRIVACY STATEMENT

HOW WE USE YOUR DATA

WHO ARE WE?

We are Lincs Independent Living Partnership (**LILP**), a consortium of like-minded not-for-profit organisations working with the common goal of promoting independent living in Lincolnshire. Each of our members is responsible for making its own arrangements for securing your personal information but has committed to taking privacy very seriously by virtue of its membership.

Our members are set out below, along with links to their own Privacy Notices:

- **Age UK Lincoln & South Lincolnshire**, 36 Park Street, Lincoln, LN1 1UQ Tel: 01522 696000
- **LACE Housing Ltd**, 2 Olsen Rise, Lincoln, LN2 4UZ Tel: 01522 514444
- **Lincolnshire Home Independence Agency**, Suite 3, Saracen House, Crusader Road, City Office Park, Tritton Road, Lincoln, LN6 7AS Tel: 01522 516300
- **Lincolnshire Housing Partnership**, Westgate Park, Charlton Street, Grimsby, North East Lincolnshire, DN31 1SQ Tel: 0345 604 1472
- **St Barnabas Hospice**, 36 Nettleham Road, Lincoln, LN2 1RE Tel: 01522 511566

LILP is a trading name and not a legal entity. This website is hosted and maintained by Lincolnshire Home Independence Agency. However, if you have any questions about this policy, please direct these to chairman of LILP, Mr Nick Chambers, via 01522 514444 or via nchambers@lacehousing.org.

INTRODUCTION

By completing our online enquiries form, or by visiting our website, you will be providing us with personal information.

Your enquiry will be dealt with initially by Lincolnshire Home Independence Agency (LHIA). For this purpose, LHIA is a 'data controller'. This means that, under the EU General Data Protection Regulation (**GDPR**) and the Data Protection Act 2018, LHIA will control and process your personal data which may include special categories of data (previously known as sensitive data).

For the way in which LHIA keeps your data secure, please see their own Privacy Policy.

Lincs Independent Living Partnership Members

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www.stbarnabashospice.co.uk
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LACE Housing Association
www.lacehousing.org
01522 514444

Lincolnshire Home Independence Agency
www.lincshia.org
01522 516300

Age UK Lincoln & South Lincolnshire
www.ageuk.org.uk/lincolnandkesteven
01522 696000

Lincolnshire Housing Partnership
www.lincolnshirehp.com
0345 604 1472

PERSONAL DATA WE MAY COLLECT ABOUT YOU

By completing the form on our website, you will be providing us with your name, contact details and the reasons for your enquiry.

We will use this information exclusively for the purposes of processing your enquiry, placing it with the right member and contacting you in connection with your enquiry.

In addition, we may monitor your use of our website through the use of cookies and similar tracking devices. For example, we may monitor how many times you visit, which pages you go to, traffic data, location data and the originating domain name of a user's internet service provider. This information helps us to build a profile of our users. Some (but not all) of this data will be aggregated or statistical, which means that we will not be able to identify you individually. Please see further the section on '**Use of cookies**' below.

WHO HAS ACCESS TO YOUR PERSONAL INFORMATION?

We will not sell or rent your information to third parties.

We will not share your information with third parties for any purposes.

LHIA will assess your enquiry and pass it to the most appropriate member. This will be one of the organisations set out above. That organisation will have its own Privacy Policy, the link to which is also set out above. That organisation will use your personal information for the purposes of contacting you and dealing with your enquiry.

KEEPING YOUR DATA SECURE

Each member handling your personal information is responsible for keeping your information secure.

By completing the online form, you will be providing us with information over the Internet; this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

INFORMATION ABOUT OTHER INDIVIDUALS

If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can:

- Give consent on his/her behalf to the processing of his or her personal data
- Receive on his/her behalf any data protection notices

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HOW LONG DO WE KEEP YOUR DATA FOR?

As a general rule, we will not keep your data for any longer than is necessary to process your enquiry. We have a separate policy setting out retention periods for specific types of data. You can ask to see this policy by writing to us, using the contact details under the “**Your Rights**” section below. You also have the right to ask us to delete your data (sometimes known as ‘*the right to be forgotten*’.)

COOKIES

A cookie is a small text file which is placed onto your computer (or other electronic device) when you access our website. If you use our website, we may use cookies to:

- Track your use of the site;
- Recognise you whenever you visit this website (this speeds up your access to the site as you do not have to log on each time);
- Obtain information about your preferences, online movements and use of the internet;
- Carry out research and statistical analysis to help improve our content, products and services and to help us better understand our visitor/customer requirements and interests
- Target our marketing and advertising campaigns more effectively
- Make your online experience more efficient and enjoyable

If you do not want to accept cookies, you can change your browser settings so that cookies are not accepted. If you do this, please be aware that you may lose some of the functionality of this website. For further information about cookies and how to disable them please go to: www.aboutcookies.org or www.allaboutcookies.org

If you visit our website when your browser is set to accept cookies, we will interpret this as an indication that you consent to the use of cookies. This includes cookies that are essential in order to enable you to move around the site and use its features and cookies that are not essential but gather information about your use of the site.

YOUR RIGHTS

You have various rights under the GDPR, including the following rights:

- **Right to object:** If we are using your data because we deem it necessary for our legitimate interests to do so, and you do not agree, you have the right to object. We will respond to your request within 30 days (although

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we may be allowed to extend this period in certain cases). Generally, we will only disagree with you if certain limited conditions apply.

- **Right to withdraw consent:** Where we have obtained your consent to process your personal data for certain activities (for example, providing you with services), or consent to market to you, you may withdraw your consent at any time.
- **Data Subject Access Requests (DSAR):** Just so it's clear, you have the right to ask us to confirm what information we hold about you at any time, and you may ask us to modify, update or delete such information. At this point we may comply with your request or, additionally do one of the following:
 - we may ask you to verify your identity, or ask for more information about your request; and
 - where we are legally permitted to do so, we may decline your request, but we will explain why if we do so.
- **Right to erasure:** In certain situations (for example, where we have processed your data unlawfully), you have the right to request us to "erase" your personal data. We will respond to your request within 30 days (although we may be allowed to extend this period in certain cases) and will only disagree with you if certain limited conditions apply.
- **Right of data portability:** If you wish, you have the right to transfer your data from us to another data controller. We will help with this – either by directly transferring your data for you, or by providing you with a copy in a commonly used machine-readable format.
- **Right to lodge a complaint with a supervisory authority:** You also have the right to lodge a complaint with your local supervisory authority, details of which can be found below.

To exercise any of your rights concerning your information, please send an email to the following address:

nchambers@lacehousing.org

Or write to us at the following postal address:

**Lincs Independent Living Partnership
C/O LACE Housing Ltd
2 Olsen Rise, Lincoln, LN2 4UZ**

We may ask you to provide us with proof of your identity. Please do not be offended; this may occur even if we know you. It is a requirement of the GDPR in some cases.

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REVIEW

This Policy was last reviewed in May 2018.

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version which will apply each time you access our website.

THE INFORMATION COMMISSIONER'S OFFICE

More information about privacy laws can be found at www.ico.org.uk

Details of your local supervisory authority: The Information Commissioner's Office. You can contact them in the following ways:

- Phone: 0303 123 1113
- Email: casework@ico.org.uk
- [Live chat](#), via the ICO website
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

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