How we use and protect your **personal information**

BucksVision is a charity that works in partnership with Buckinghamshire Council **to provide assessment and rehabilitation services for people with hearing loss, sight loss or dual sensory loss (Buckinghamshire Integrated Sensory Service).**

Every year we support hundreds of people with sensory loss who benefit from an assessment of their needs and equipment to help with their daily lives. Our support and equipment enable people to retain their independence, reduce their risk of isolation and keep them safe at home.

In order to provide this service to you we need your consent to process your personal information, otherwise we can’t talk to you about your needs or keep records about you. We ask for some information from you as part of your assessment for the following purposes:

* To find out how sensory loss affects your day-to-day life so together we can work out what support you need.
* To share information with Buckinghamshire Council on how we have helped you. This is because we work in partnership with them and so they can provide an ongoing service to you.
* To refer you to other services you may need that we don’t provide, for example, Buckinghamshire Fire & Rescue Service.
* To refer you to other charities/organisations that may be able to provide additional support, for example, BucksVision or Age UK Bucks, if you would like us to.

We will only contact you about this service to make arrangements for assessment and delivering support to you.

We will only share your information with Buckinghamshire Council to tell them what services we have provided. They will keep your information securely and only use it for the purpose(s) outlined.

You have the right to withdraw your consent for us to store, share and use your information for these purposes at any time, or change the way we communicate with you, by using the contact details below:

|  |  |
| --- | --- |
| Postal address | Contact us |
| BISS | Telephone: 01296 479 970  |
| 143 Meadowcroft | Text/SMS: 07918 904 664 |
| Aylesbury, Bucks | email: biss@bucksvision.co.uk  |
| HP19 9HH |  |

We will store your information securely, and if we have no contact with you for 5 years, your personal information will be archived by Buckinghamshire Council in secure storage.

You have the right to access, change, destroy, withdraw consent or change how we use the Personal Information we hold about you. If you would like to read a copy of our Privacy Policy visit [www.bucksvision.co.uk/Privacy-Policy](http://www.bucksvision.co.uk/Privacy-Policy) or contact us using the details above and we will send you a copy.

**Confirmation**

By ticking yes to the options below, and talking to us about your needs, you consent that we can store, share and use those details to contact you as agreed.

|  |  |  |
| --- | --- | --- |
| **Please tick yes or no** | **YES** | **NO** |
| I consent to you storing my information in order to assess my needs and provide a service to me |  |  |
| I consent to you sharing my information with Buckinghamshire Council so they can provide an ongoing service to me |  |  |
| I consent to you contacting me to make arrangements for assessment or to provide support |  |  |
| I consent to you sharing my information with another organisation if I ask you to refer me for a service you don’t provide |  |  |

|  |  |
| --- | --- |
| Date: | Staff name: |

|  |
| --- |
| **Your information** |

|  |
| --- |
| Name: |
| Date of birth: |
| Signature: |

An independent witness should sign below if you are physically unable to sign your name but you have indicated your consent by other means, verbally or non-verbally.

|  |
| --- |
| Signature of independent witness: |
| Print name and relationship |
| How was consent indicated  |