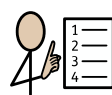
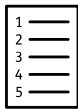




Wolverhampton Information, Advice and Support Service



Privacy Policy



Your data



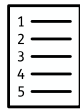
Your right to privacy is very important to us and we recognise that,



when we collect, use, or store your personal data, you should be



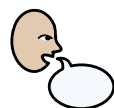
able to trust us to act in a responsible manner.



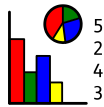
Why we collect data



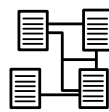
We will only use your personal information to provide services or



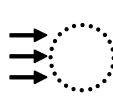
information to you, or to create anonymised data for general reporting



and statistical purposes.



We will ask for your consent to store your personal information



(securely, under data protection legislation) and you may give this



consent verbally.






 You have the right to withdraw this consent at any time. You can





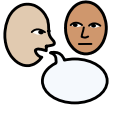
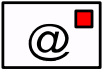
 ask us to delete your personal information at any time.

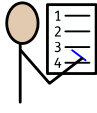



How we collect data



 Your data may be collected in various ways, including:

- 
 Verbally
- 
 Paper
- 
 Telephone
- 
 Email

- 
 Online
- 
 E-Bulletin
- 
 registration



Data

may be

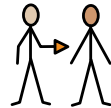


collected



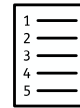
directly

from



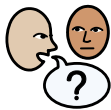
you

or



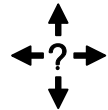
data

about you may



be gathered

from other

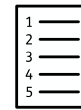


sources

with your



permission.



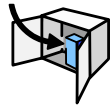
Data

we



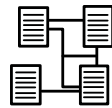
obtain

will be captured and



stored

in our



systems

for the purpose(s)

specified.



Managing personal data



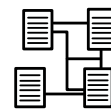
We are responsible

for managing the



information

we



hold

and we



recognise

that this



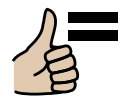
information

is

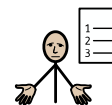


important

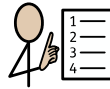
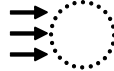
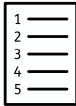
to you.



We take our responsibilities seriously and use personal information fairly,



correctly and safely in line with the legal requirements set out by the



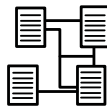
General Data Protection Regulations (GDPR).



If you would like to know more about how we look after your



personal information, or would like to request a copy of the



personal information that we hold about you, please contact us.



How will we use your personal data?



We will use the information you provide in order to:



•Deliver our services and understand your needs.



•Maintain and update your customer records or contact details.



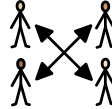
•Contact you when necessary.



•Obtain your opinion and feedback about the services we provide.



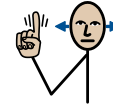
•Ensure that we fulfil our legal obligations.



Will we share your information with anyone else?



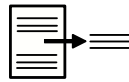
No.



Unless we have your permission to do so, we won't share



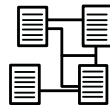
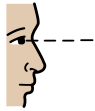
your personal information with any organisations or individuals outside of



IASS. The only exception would be where a failure to share your



personal information would lead to a risk of significant harm to you or others.



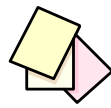
Can you see the information we hold about you?



Yes, you can ask to see the personal information that IASS



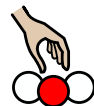
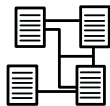
holds about you, and can choose to receive that



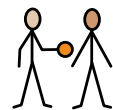
personal information in paper or electronic form. You have the right to



ask us to correct any inaccuracies in the personal information that we



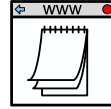
hold about you and you can also choose to reuse your



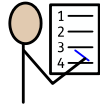
personal information for your own use, e.g. give it to another



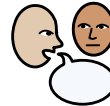
organisation.



The types of information we collect via our website



E-bulletin registration: We will collect your e-mail address. We ask



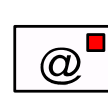
for your consent to use this information to contact you. This is collected via



City of Wolverhampton Council. Please refer to the City of Wolverhampton



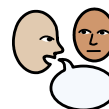
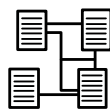
Council privacy policy for full details.



Contact form: We will collect your name, address, email address and

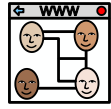


other details. By ticking the box on the contact form you give your



consent for us to hold your details and to contact you.

3rd



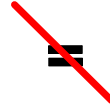
Third party websites and social media platforms



Our website may link to third parties. We are not responsible for



3rd



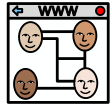
their practices or privacy policies.



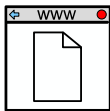
3rd



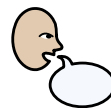
Third party social media platforms may collect types of data such as



cookies and web traffic data.



Please see their privacy policies for full details.



Reviewed



March

2024

2024