



Registered Charity Number 1086140

Privacy Policy

This policy document regarding privacy forms part of the terms and conditions of employment for employees and for Service Users who use the service provided at Headway Portsmouth and South East Hampshire. ("The Organisation").

This policy applies to your employment and the support at Headway Portsmouth and South East Hampshire and all other Organisation sites that you may be asked to attend from time to time. This policy must also be observed when visiting and using client or partner facilities. Employees and Service Users must also comply fully with whatever policy or guidelines exist at client or partner sites.

Please note that this policy also applies to you if you are working as a contractor, agency worker, temporary worker or volunteer within the Organisation.

For any policy to be effective it must be applied throughout the Organisation and apply to all staff regardless of position or seniority.


If you have any questions regarding these guidelines and how they apply to you please consult the Service Manager, before taking any action that may breach these guidelines.

The organisation considers protection of your privacy to be of utmost importance and is committed to providing you with a personalised service that safeguards your privacy. This policy explains how we may collect information about you and then use it in order to satisfy your particular requirements. It also outlines some of the security measures that we take in order to protect your privacy and gives certain assurances on things that we will not do.

Some of the personal information we hold about you may be sensitive personal data within the meaning of the Data Protection Act 2018 and GDPR - for example, information about your health or ethnic origin. We will not use sensitive personal data about you other than for the specific purpose for which you provide it.

Collection of Information

1. We may collect personal information about you from a number of sources, including:

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- from you when you apply for a position within the organisation or when you become a Service User. This may include your contact details, payment method and possibly bank details;
- from you when you contact us with an enquiry or in response to a communication from us, in which case this may tell us something about your preferences.

Use of Information

2. We will use personal information about you for a number of purposes, including:

- to help to identify you when you telephone us to make an enquiry - for example, by asking you for your date of birth or telephone number so that we can avoid disclosing information to a person who is not authorised by you to receive it;
- to help us to administer services which we offer.
- to help detect fraud or loss.
- information we hold about you and your preferences will help us to make sure that we contact you about things likely to be of relevance and interest to you.

Disclosure of Information


3. We do not sell mailing lists to third parties for their marketing purposes. Where we have told you in advance, we may disclose certain information to third parties for purposes solely connected with the provision of our service via their networks.

Where required or permitted by law, information may be provided to others, such as the Police, Inland Revenue or Safeguarding.

Where a service is to be provided by a third party we may disclose your personal information to that third party for the purpose of ensuring the effective delivery of the service to you.

Protection of Information

4. We maintain strict security measures in order to protect personal information. This includes following certain procedures, for example to check your identity when you telephone us, in order to ensure compliance with all applicable legal requirements.

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The Internet

5. If you communicate with us via the Internet then we may use email to contact you about our services.


Monitoring of Calls

6. We may monitor and record communications we receive. This may be done to improve the service that we provide, to ensure compliance with our practices and procedures.

Further Information

7. If you would like any further information or have any comments on our Privacy Policy then please write to us or send us an email. We may amend this Policy from time to time in which case the amended version will be placed on our notice board and a copy may be obtained by writing to the above address.

This Policy applies to personal information held about individuals. It does not apply to information we hold about companies and other organisations.

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