

# Wendover Dementia Support

Registered Charity no: 1182184

## Privacy policy

### Introduction

Wendover Dementia Support has been formed to help families supporting someone with dementia. In order for this support to be effective it is helpful if we are able to discuss their situation with their family or friends, as well as members of Wendover Dementia Support volunteer team and any health or social care professional. This is on a strict need to know basis. It is also useful to keep simple records of previous information given to us by the family. For example, address and contact details and information given to us about hobbies and likes and dislikes that could inform plans for activities in the Café.

Wendover Dementia Support understands that privacy is very important to our visitors and their family. We attach great importance to keeping personal information confidential and any personal records secure in accordance with the General Data Protection Regulations (GDPR).

This policy sets out our approach to confidentiality and personal data so that you are aware of the arrangements we have made to ensure your privacy and your legal rights under the law.

### Consent

Every visitor to Wendover Dementia Support is asked to sign a specific consent form. The visitor is asked to give consent for WDS to:

- Keep secure confidential records of personal information
- Discuss their situation with
  - specified members of their family or friends
  - WDS volunteers
  - health and social care professionals.
- Take group photographs that may contain an image of the visitor which may be posted on the WDS website in order to illustrate café activity.

Signing the consent is part of a conversation and any specific wishes about confidentiality will be recorded. Visitors lacking capacity may have their consent signed by their next of kin or Power of Attorney.

## **Confidentiality**

Wendover Dementia Support recognises that WDS volunteers gain information about visitors and their families and carers during the course of their work or activities.

This information is confidential and is only shared on a need to know basis in accordance with the signed consent form. The consent form will give permission for the senior Dementia Advisory Volunteer team to discuss their situation with specific family members and/or friends, café volunteers and, on rare occasions, appropriate health or social care professionals. The only purpose of any discussions is to provide better help and support for the visitor and their family. Any specific requests from the visitor regarding confidentiality and sharing information with particular persons will be recorded on the consent form and adhered to.

Every volunteer working in the Monday Club Cafe has had training in confidentiality and has signed a confidentiality agreement. That agreement makes it clear that if a Monday Club Café volunteer gains any information about a visitor of their family during the course of their work, they will only pass that information on to a senior Dementia Advisory Volunteer who will then decide the next steps in accordance with the visitor's expressed wishes in their signed consent form. Any volunteer that is found to have broken that confidentiality agreement, will be appropriately disciplined.

No information will be passed to a third party without specific additional consent from the visitor or their representative.

## **Visitor records**

We keep simple records of the information given to us during conversations with visitors and their families in order to facilitate planning of specific support for that visitor and their family as part of our charitable objectives.

Those records are kept on a secure, password protected data base which is only accessible to the five senior WDS Dementia Advisory Volunteers.

The information kept on that data base will only be shared on a need to know basis with the visitor's family /friends, café volunteers or health and social care professionals in accordance with the consent form previously signed by the visitor or their representative.

No information will be passed to a third party without specific additional consent from the visitor or their representative.

## **Visitor Rights Under The General Data Protection Regulation**

GDPR provides the following rights for visitors, which are:

- The right to be informed about an organisations privacy policy

- The right for visitors to see their record
- The right for visitors to change anything in their record
- The right for visitors to erase their record entirely

For a full explanation of these rights, please see the Information Commissioner's Office.  
<https://ico.org.uk>

### **How to:**

- **Change the consent.**
- **Make a complaint**
- **Request access to your record, change anything in your record or completely erase your record.**

**Contact a WDS Dementia Advisory Volunteer** with your request.

- **Postal Address:** 47, Perry Street, Wendover HP22 6DJ
- **Email Address:** [wendoverds@gmail.com](mailto:wendoverds@gmail.com)

We will respond to your request as soon as possible or within seven working days of receiving it. We will provide full details of personal data that we hold within Wendover Dementia Support.

### **No further contact with the visitor.**

When there has been no further contact with the visitor for 5 years, any records will be deleted.

(01/12/19)