

## **THE BRIDGE PROJECT**

### **PRIVACY POLICY**

Bridge is committed to protecting and respecting your privacy and the personal information we hold about you.

This policy outlines how we use your personal information.

This policy was reviewed on 20 December 2022.

#### **Our contact details**

Name: The Bridge Project  
Address: 35 Salem Street, Bradford, BD1 4QH.  
Phone Number: 01274 723863  
E-mail: [info@thebridgeproject.org.uk](mailto:info@thebridgeproject.org.uk)

#### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (for example, name and contact details)
- Health information (for example, medication, mental and physical health conditions)
- Information about your employment status and basic information, training, and education history
- Appointments and activities you attend at The Bridge Project services
- Relevant information from other health professionals, relatives, or those who care for you
- Emergency contact details
- Images, video, and audio recordings with your consent

#### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To provide the services you have requested from us

- To send you reminders of and schedule appointments
- To keep a record of your relationship with us to fulfil our contractual obligations
- To evaluate and monitor our services to ensure we are providing an effective service
- To send you details of our services or ask you about how we can improve our services
- Details of other local services, with your consent
- To inform you about employment and volunteering opportunities at The Bridge Project
- Responding to emails or other forms of digital communication you have sent us
- To keep you informed and promote the work of The Bridge Project

**We also receive personal information indirectly, from the following sources in the following scenarios:**

- Partners with whom we have data-sharing agreements

**We use the information that you have given us to:**

- provide the services you have requested from us
- send you reminders of and schedule appointments
- keep a record of your relationship with us to fulfil our contractual obligations
- evaluate and monitor our services to ensure we are providing an effective service
- send you details of our services or ask you about how we can improve our services
- send you details of other local services, with your consent
- respond to emails or other forms of digital communication you have sent us
- keep you informed and promote the work of The Bridge Project

## **Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:**

- a) Your consent. You can remove your consent at any time. You can do this by contacting [info@thebridgeproject.org.uk](mailto:info@thebridgeproject.org.uk)
- b) We have a contractual obligation
- c) We have a legal obligation
- d) We have a legitimate interest.

## **How we store your personal information**

Your information is securely stored on our systems and on our premises.

We keep all your personal information for as long as it is required for the purposes for which the data is collected e.g., as necessary to provide you with the services requested. Details of retention periods of your personal information are available in our Data Protection Policy.

We normally retain your service user records for seven years after you finish treatment with The Bridge Project, and delete your files after this.

We will then dispose of your information by deleting it from our electronic systems and the destruction and secure disposal of paper records.

## **Your data protection rights**

Under data protection law, you have rights including:

- Your right of access – You have the right to ask us for copies of your personal information.
- Your right to rectification – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing – You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing – You have the right to object to the processing of your personal information in certain circumstances.

- Your right to data portability – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at the address above if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information, **you can make a complaint to us at our address above.**

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

### **Use of Cookies**

A 'cookie' is a small piece of data sent from a website and stored on a person's computer by their web browser while they are browsing.

Our website uses cookies to collect specific information about you including your IP address, how many website pages you visit and the device you're browsing on.

We use the data from cookies to learn how our website is used including what pages people visit, how often they visit a page and when they return. This helps us to make our website better and deliver a better digital service for you.

We keep this data anonymous.

We do not use cookies to collect any personally identifiable or sensitive information without your permission.

We will not use cookies to collect personally identifiable information about you.

However, if you wish to restrict or block the cookies which are set by our website, or indeed any other website, you can do this through your browser settings. The 'Help' function within your browser should tell you how.

Please be aware that restricting cookies may impact on the functionality of our website.

### **Managing Cookies**

All browsers let you manage which cookies you accept, reject and delete. You may wish to visit [www.aboutcookies.org](http://www.aboutcookies.org) which contains comprehensive information on how to do this on a wide variety of browsers. You will also find details on how to delete cookies from your machine as well as more general information about cookies.