

## PRIVACY NOTICE

### Neuro Gateway Support Network

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#### 1. Introduction

*Neuro Gateway Support Network* is committed to protecting and respecting the privacy of all individuals who engage with its services. This Privacy Notice explains how personal data is collected, used, stored, and protected when individuals access support, guidance, or information provided by the organisation.

The organisation recognises that individuals who contact its services may be experiencing complex, sensitive, and often distressing circumstances. As such, it acknowledges the importance of handling personal information with the highest standards of care, confidentiality, and integrity. All personal data is processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This Privacy Notice is intended to provide clear and transparent information about how personal data is handled, ensuring that individuals understand their rights and how their information is used.

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#### 2. About Neuro Gateway Support Network

*Neuro Gateway Support Network* is a charitable organisation that provides guidance, information, and support to individuals affected by dementia, Alzheimer's disease, Parkinson's disease, and other neurological conditions. The organisation also supports families, carers, and individuals navigating health, social care, and legal systems. For the purposes of data protection law, *Neuro Gateway Support Network* acts as a **data controller**, meaning it determines how and why personal data is processed.

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#### 3. The Personal Data We Collect

In order to provide appropriate support and guidance, *Neuro Gateway Support Network* may collect and process personal data relating to individuals who contact the organisation. This information is typically provided directly by the individual during communication and may include identifying details such as name and contact information.

Given the nature of the organisation's work, individuals may also choose to share more sensitive information. This may include details relating to health conditions, care needs, personal circumstances, or safeguarding concerns. Such information is classified as special category data under UK GDPR and is subject to additional protections.

The organisation does not collect more information than is necessary and will only process data that is relevant to the support being provided.

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#### 4. How Personal Data is Collected

Personal data is collected through direct interactions with individuals. This may occur when an individual contacts the organisation via telephone, email, or online communication, or when they engage in support sessions or discussions.

In some circumstances, information may be provided by a third party, such as a family member, carer, or professional, where this is appropriate and lawful. Where possible, individuals will be informed about how their data is collected and used at the earliest opportunity.

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## **5. How Personal Data is Used**

Personal data is used solely for purposes that are consistent with the organisation's charitable objectives. This includes providing guidance and support tailored to individual circumstances, understanding needs in order to offer appropriate information and signposting, and maintaining accurate records of interactions.

The organisation may also use personal data to respond to safeguarding concerns, ensure that individuals are directed to appropriate services, and improve the quality and effectiveness of its support.

*Neuro Gateway Support Network* does not use personal data for marketing purposes and does not sell or share data for commercial gain.

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## **6. Lawful Basis for Processing**

The organisation processes personal data in accordance with lawful bases set out in UK GDPR. In most cases, processing is carried out on the basis of legitimate interests, where it is necessary for the provision of guidance and support services.

In some cases, processing may be based on consent, particularly where individuals voluntarily provide information or request support. Consent will always be informed, freely given, and capable of being withdrawn.

Where there is a legal requirement to act, such as in safeguarding situations, data may be processed under a legal obligation.

When processing special category data, the organisation relies on explicit consent or, where appropriate, the substantial public interest condition, particularly in circumstances involving safeguarding or protection from harm.

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## **7. Sharing of Personal Data**

*Neuro Gateway Support Network* will only share personal data where it is necessary, lawful, and proportionate to do so. Information may be shared with relevant third parties such as local authorities, health services, or safeguarding teams where this is required to support an individual or respond to a concern.

The organisation will normally seek consent before sharing personal data. However, there are circumstances in which information may be shared without consent, particularly where there is a risk of harm to an individual or where disclosure is required by law.

All decisions to share information are made carefully, with consideration given to the safety and wellbeing of the individual and in line with legal and ethical responsibilities.

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## **8. Safeguarding and Confidentiality**

The organisation is committed to maintaining confidentiality and respecting the privacy of individuals. However, confidentiality is not absolute. Where there are concerns that an individual may be at risk of harm, the organisation may share relevant information with appropriate authorities in order to protect them.

Such actions are taken in accordance with safeguarding legislation and guidance and are always guided by the principle of acting in the best interests of the individual.

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## **9. Storage and Security of Personal Data**

*Neuro Gateway Support Network* takes appropriate technical and organisational measures to ensure that personal data is stored securely and protected against unauthorised access, loss, or misuse.

Electronic data is stored on secure systems with appropriate access controls and password protection. Physical records, where used, are stored securely and accessed only by authorised individuals. The organisation regularly reviews its data security practices to ensure that they remain effective and appropriate.

Access to personal data is restricted to those who require it in order to perform their role, and all individuals handling data are expected to maintain strict confidentiality.

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## **10. Retention of Personal Data**

Personal data is retained only for as long as necessary to fulfil the purposes for which it was collected. Retention periods are determined based on the nature of the information, the purpose of processing, and any legal or regulatory requirements.

Once personal data is no longer required, it will be securely deleted or destroyed in a manner that ensures confidentiality is maintained.

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## **11. Individual Rights**

Under UK GDPR, individuals have a number of rights in relation to their personal data. These include the right to access their information, request correction of inaccuracies, request deletion where appropriate, and object to or restrict processing in certain circumstances. Individuals also have the right to withdraw consent where processing is based on consent. The organisation is committed to upholding these rights and will respond to requests in accordance with legal requirements, typically within one calendar month.

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## **12. Data Breaches**

The organisation takes data breaches seriously and has procedures in place to respond to any incidents involving the loss, unauthorised disclosure, or misuse of personal data.

In the event of a breach, the organisation will assess the risk and take appropriate action to mitigate any potential harm. Where required, the breach will be reported to the Information Commissioner's Office within the statutory timeframe, and affected individuals will be informed where there is a significant risk to their rights and freedoms.

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## **13. Contacting the Organisation**

If you have any questions about this Privacy Notice or how your personal data is handled, you can contact:

***Neuro Gateway Support Network***

Email: [Insert Email Address]

Telephone: [Insert Contact Number]

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## **14. Complaints**

If you are not satisfied with how your personal data has been handled, you have the right to raise a concern with the organisation in the first instance.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's data protection regulator, via their website at <https://ico.org.uk> or by calling 0303 123 1113.

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### **15. Changes to This Privacy Notice**

This Privacy Notice may be updated from time to time to reflect changes in legislation, guidance, or organisational practices. The most current version will always be made available to individuals accessing the organisation's services.

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### **16. Final Statement**

Neuro Gateway Support Network is committed to ensuring that personal data is handled responsibly, ethically, and in full compliance with legal requirements. The organisation recognises the trust placed in it by individuals and families and is dedicated to maintaining that trust through the careful and respectful handling of personal information.