



Future Pathways Privacy Notice

Your information and Future Pathways

At Future Pathways, we safely store the information you give us to help us understand your needs and get the right support for you. This includes your contact details and other information that you choose to share with us, for example, information about your health.

Future Pathways follows UK law on keeping your data safe. This includes the Data Protection Act 2018 that covers general data protection regulation (GDPR). For more information about your rights under this law, go to www.ico.org.uk or call 0303 123 1113. If you have questions about how Future pathways stores or uses personal information, or would like a copy of our Privacy Policy, please email engagement@future-pathways.co.uk

You can register with Future Pathways using any name you choose. You also only need to give us one way of contacting you, for example, a phone number. Note that more information may be needed from you to access other supports and services.

We will tell you when we are contacting other people or services on your behalf. We will not share your information without your consent, that is checking with you first that it is OK for us to do so. This is unless we believe that a person (including yourself) is at risk of harm. If this is the case, we will always try to discuss this with you first before contacting anyone else. We will record when we have contacted you and any updates or relevant information from you and the supports you access.

We also gather and look at information on how the service is delivered. This information is needed to show that we are working in the best way possible. For example, we look at the number of people who get support and what kind of support they are getting. This information is anonymized. This means that it does not include anyone's name or personal details.

You have the right to ask to see the information we hold about you. Please let us know if you would like to do this. If we have any of your information wrong, we will correct it quickly and make any changes that you ask to be made.

We will only keep your data for as long as we need it to provide you with support and services. You can ask us to erase your personal data, but some data we must keep for up to 20 years, according to our records management policy. However, if you ask us to, we can 'archive' it so that it is stored away.