

KeyRing

PRIVACY STATEMENT FOR MEMBERS



This statement is written in plain English, if you'd like a different version to help with accessibility please contact: enquiries@keyring.org

SUMMARY

A privacy statement helps us to explain what we do with information that you share with us.

KeyRing's privacy statement says:

- The information that you share about yourself will help us to contact you and provide good support
- The Law says we have to keep this information safe
- We will look after this information
- Only the people who need to see your information will have access to it
- Sometimes we need to share your information - this is done in very strict ways
- We keep your information safe for 6 years after you leave. Then we delete it
- You can ask to see the information we keep about you

The privacy statement also tells you about how we might share your story and your experiences of KeyRing.

PERSONAL DATA

There are laws about how we look after your personal data and information. These are called General Data Protection Regulations (GDPR). This privacy statement helps you understand how we look after your personal data and your rights.

What is personal data?

Your name, contact information, and anything that means people can find out who you are and things about you.

We collect information about you to help us get to know you and provide good support.



We will ask:

- Your name and what you like to be called
- Your date of birth
- Your contact details including your address and email address so that we can keep in touch. You can tell us which ways you would like us to contact you

- Who you live with
- Your emergency contact details
- If you have a criminal record or have been in trouble with the police - this will not stop us supporting you but will help us understand what support you need

Depending on what we are supporting you with, we may also ask you about:

- Any medical information that would help us support you
- Your financial situation and your national insurance number – so we can help you get any financial support you are entitled to and support you with budgeting
- Any other support in your life
- Your housing situation and, if relevant, landlord details. This is useful if you need repairs or support with rental debts



There may be other things that are important to you that you want to tell us. You might tell us about your religion, or about things that have happened to you in the past. You can tell us about anything that you think will help you get the best support.

How do you get information about me?

Mainly it's from the things that you tell us. Sometimes, we get information when you first join KeyRing from the people that connected you with us.

Who is in charge of looking after my personal data?



KeyRing Living Support Networks hold information about you so that we can give you the support you need to lead a good life. Our address is 21 St. Olav's Court, Lower Road, London, SE16 2XB. Helen Bradley is in charge of making sure that we keep your information safe., She is our Data Protection Officer. Her email address is helen.bradley@keyring.org
All of our teams are trained to look after your personal data as well.

What does KeyRing do with personal data?

We can only keep your personal data for a good reason. We have to make sure we keep this information safe.
If we don't we will be breaking the law.

What about when I leave KeyRing?

We will delete everything about you after 6 years. You can ask us to delete things before this time.

SHARING MY STORY OR EXPERIENCES

Sometimes KeyRing will tell others about the difference they make in people's lives. They do this through stories which are sometimes called **case studies**.

Stories are useful so that people can decide if KeyRing is right for them. It also helps local authorities to check we are providing good support.

Anonymous stories

Some of the stories we share are anonymous. This means that we don't include any personal information about you and we make sure that you cannot be identified. This might be a story that we share with the local authority as part of our reporting.



Stories that are not anonymous

We may also share stories that have pictures, videos, or include your name. A good example is in the KeyRing newspaper.

We will always ask for your permission to share stories where you can be identified. We do this through a consent form. KeyRing will stop using your story, pictures or recordings if you ask them to from the date you ask.

KEYRING AND CONFIDENTIALITY

What is Confidentiality?

Confidentiality means keeping things private.

We want you to be able to trust your KeyRing support and know that they are not going to talk about you to others unless you want them to.



How will KeyRing treat what I tell them?

What you tell KeyRing will be private.

We need to keep some records about you to help us to do our job properly. We keep Members' details and notes about your support on KeyRing's computer system. Only people in KeyRing who need to know your information can access it.

Sometimes your KeyRing support worker may talk to their manager about something that is happening to you, or something you say. Their manager can give them advice about how best to support you.

When might KeyRing tell other people things?

We will only tell people what they need to know. If we have to talk to people like social services about you we will tell you.

The main reasons for this are:

- to keep you and others safe
- to provide you with the best support

Keeping you and others safe

If we believe that you are doing something illegal, we may need to tell the police.

If we think you are in danger of being hurt or hurting someone else, we may have to inform someone. We may have to do this even if you do not want us to.



Providing the best support

If you are also supported by another organisation, we may ask if we can share information with them. This is so that you get the best support from both of us.

We may also contact other people with you, like:

- The housing department.
- Health workers, GPs.
- Gas, electricity, phone, water companies.
- The Department for Work and Pensions (DWP).



Your Agreement

We will ask you to agree for us to contact these people for you. We will also ask you to agree that we can keep information about you.

We will check that you are happy about this every year but you can tell us at any time if you have changed your mind.

YOUR RIGHTS



What rights do I have?

You can ask to see the information that KeyRing has about you at any time.

You can ask us to change any information that is wrong straight away.

You can ask us to delete any information we have about you. We will talk to you if we need to keep some information so that we can support you properly.



This document was reviewed in April 2026. It will be reviewed and updated every three years or when a change is needed.