How we use your information

Spectrum People

A guide for people we support

About this guide

This guide tells you what we do with information about you.

It is written in a simple way.

There is a longer version with all the legal details. Ask us if you want it.

Who we are

We are Spectrum People. We are a charity.

We support people in and around Wakefield.

What we keep about you

What we keep	Why we keep it
Your name and address	So we know who you are and can write to you
Your date of birth	So we do not mix you up with someone else
Your phone number and email	So we can get in touch with you

❤️	Notes about your health	So we support you in the right way and keep you safe
🕐	Who to ring in an emergency	So we can get help quickly if something happens
📝	Notes about our meetings with you	So we remember what we talked about

Why we keep it

- To give you the right support
- To keep you safe, and to keep other people safe
- To get help fast in an emergency
- To tell the people who give us money what our work does

We never send your name to funders.

We only send numbers and general facts, like how many people we helped.

Who we might share it with

Sometimes we share your information with people who help look after you:

- Your doctor
- Nurses and other NHS staff
- Other workers who support you
- Social care or the council

We will not share anything about your health unless you say we can.

There are a few times when we have to share without asking you first. This only happens if:

- A court tells us we must
- The police need it to stop or solve a crime
- A child or an adult is at risk of being harmed
- Someone's health or safety is at risk
- The law says we must

If this happens, we will explain why.

Keeping your information safe

- Only staff who need to see your information can see it
- Paper records are kept in locked cabinets
- We never sell your information
- If something goes wrong, we will tell you

How long we keep it

- We keep your information while you are getting support from us
- After that we keep it for a set time
- How long depends on the type of record
- Then we destroy it safely, or we take your name off it

Ask us if you want to know how long we will keep your record. We will tell you.

Photos, films and stories

- Sometimes we take photos or short films at our events
- Sometimes we share stories about our work

We will always ask you first.

You can say no.

Saying no will not change the support you get.

You can change your mind later. Just tell us.

Your rights

You have the right to:

See it
Ask to see what we hold about you

Fix it
Ask us to correct something that is wrong

Delete it
Ask us to delete it, if we have no good reason to keep it

Pause it
Ask us to stop using it while a problem is sorted out

Say no
Say no to us using your information

Take it
Ask for a copy to take somewhere else

Change your mind
Take back your permission at any time

Ask us
Ask us anything about your information

A person always decides. Never a computer on its own.

How to see your information

- Ask us. You can phone, email or write to us
- Tell us what you want to see
- We may ask you to prove who you are, so your information does not go to the wrong person
- It is free
- We will reply within one month

If you are not happy

Please tell us. We want to put things right.

- We will let you know we have your complaint within 30 days
- We will look into it as fast as we can
- We will tell you what we have decided

You can also tell the ICO. The ICO checks that organisations look after information properly.

You do not have to tell us first.

ICO helpline: **0303 123 1113**

How to contact us

Phone: 01924 311400

Email: spectrumpeople@spectrum-cic.nhs.uk

Post: Spectrum People, One Navigation Walk, Hebble Wharf, Wakefield WF1 5RH

Ask for our **Data Protection Lead** if your question is about your information.

If you would like this in bigger print, in another language, or read out loud, just ask.

Some words explained

Word	What it means
Information	Things we know about you, like your name or where you live
Records	The notes we keep about you
Charity	An organisation that helps people and is not run to make money
ICO	The people who check that organisations look after your information properly
Funders	The people who give us money to do our work

Spectrum People is a registered charity, number 1152437.
Easy Read version. August 2026. We check this at least once a year.
There is a longer version with all the legal details. Ask us for it.