

# Inside Out Support Wales Privacy Policy (October 2021)

## **Our contact details**

Name: Insideout Support Wales CIC (IOSW)  
Address: Unit 16 Market House, Market Road, Cardiff, CF5 1QE  
Phone Number: 02922 362 933  
E-mail: Hello@insideout.wales

## **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)
- Job titles, employer details and contacts

## **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:

- Booking courses provided by IOSW
- Requesting information or support from IOSW
- Offering collaboration to IOSW

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

- Employers booking courses on behalf of employees
- Those acting on behalf of clients within the criminal justice system (e.g. parole officers, job centre staff)

We use the information that you have given us in order to execute the stated aims of the organisation (supporting people with convictions referred to us, providing training courses as outlined on our website).

We may share this information with whom we collaborate on our training provision.

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

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting [hello@insideout.wales](mailto:hello@insideout.wales)
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

## How we store your personal information

Your information is securely stored on cloud software (security verified).

## 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 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:

Insideout Support Wales,  
Unit 16 Market House  
Market Road  
Cardiff  
CF5 1QE  
02922 362 933  
hello@insideout.wales

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 [hello@insideout.wales](mailto:hello@insideout.wales)

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>