



Full online client privacy notice

This notice explains how the Sandwell Community Dementia Service (SCDS) uses and protects information about you. In summary, we collect information needed to assess your referral and provide safe, appropriate support; authorised SCDS staff may use a shared electronic record; we share information only where it is necessary and lawful; and you have rights over your information. The sections below explain this in more detail.

Last updated: 1 October 2026. We may update this notice if the service or the way information is used changes.

Who is responsible for your information?

SCDS is delivered by Communities in Sync (CIS), Alzheimer's Society, Age UK Sandwell and St Albans Community Association. CharityLog is the secure electronic client-record system SCDS uses to hold and share the information needed to provide and coordinate support. CIS is responsible for this shared CharityLog record. Each partner is responsible for any separate client information it keeps, including local paper files. CIS is the main contact and will help direct your request to the correct partner if needed.

What information may we use?

- Your identity, contact details, communication and accessibility needs.
- Relevant information about your dementia, memory, health, disability, wellbeing, household, carer and support network.
- Referral details, assessments, support plans, case notes, appointments, onward referrals and outcomes.
- Safeguarding, risk, capacity or vulnerability information needed to keep someone safe.
- Relevant equality information, feedback, complaints, surveys and any optional permissions for case studies, quotations or media.

We may receive information directly from you or your carer, from the person or organisation making a referral, from another SCDS partner, or



from a health, social care, safeguarding or community organisation involved in your support.

We need enough relevant information to assess your needs, create an accurate support plan and provide safe support. If you choose not to provide essential information, including information needed for safeguarding, we may be unable to provide some support or may need to refuse the service. Equality monitoring and consent for optional publicity are not required and can be declined without affecting your support.

Why do we use your information?

- Receive and assess referrals, understand your needs and agree support with you.
- Provide and coordinate support, maintain accurate records and ensure continuity between authorised workers and partners.
- Respond to risks, safeguarding concerns, emergencies or complaints, and monitor quality, outcomes and access to improve the service and meet legal, audit and commissioner requirements.

Data protection law allows us to use information that is necessary to provide and coordinate SCDS, keep accurate and secure records, protect people from harm and monitor or improve the service. This includes relevant health and care information. We may also use or share information where the law requires it or where it is needed to protect someone's life. We use consent only for optional purposes, such as an identifiable case study, quotation, photograph, audio recording or video. Saying no to these optional uses, or withdrawing consent later, will not affect your support. Our detailed lawful-basis information is available from CIS on request.

Who may we share your information with?

- CIS and the SCDS partners involved in your referral or support.
- Health, social care, safeguarding, emergency, legal or regulatory organisations where sharing is necessary and lawful.
- Sandwell Council, NHS bodies, commissioners, funders, auditors or evaluators for monitoring, reporting, assurance or evaluation. We normally use anonymous or aggregated information and do



not give the Council routine access to individual CharityLog records.

- Approved suppliers under written data-protection contracts. CharityLog is provided by Dizions Limited, which acts as the data processor for client information held in CharityLog and processes it only on CIS's documented instructions. Dizions uses Amazon Web Services (AWS) in the UK as a sub-processor supporting the system.

Electronic referrals and the shared client record are held securely in CharityLog. Only authorised staff who need your information to provide or coordinate your support can access your record. These staff may work for CIS or another SCDS delivery partner. A partner may also keep a secure local paper file about the support it provides. We share only the minimum information needed and use approved secure methods. We may share information without consent where the law allows or requires it, including to address a safeguarding concern, prevent serious harm, protect life or meet a legal duty.

How we keep your information safe

We protect information through access controls, staff training, secure systems and approved sharing methods. CharityLog access is limited by role and involvement in your support, and local paper files are restricted to authorised staff. CharityLog is provided by Dizions Limited, which acts as the data processor for client information held in the system and processes it on CIS's documented instructions. Dizions uses Amazon Web Services (AWS) in the UK as a sub-processor. We do not normally transfer SCDS information outside the UK; any necessary transfer must use lawful safeguards.

How long do we keep your information?

CIS keeps the shared CharityLog record, and each partner keeps its local records, in line with the relevant retention schedule. How long information is kept depends on the record, your involvement with the service and any safeguarding, legal, complaint, audit or commissioner requirement. It is then securely deleted, destroyed or anonymised unless the law requires longer retention.



Your data protection rights

- Ask for a copy of your information or for inaccurate or incomplete information to be corrected.
- Ask for deletion or restricted use, or object to certain uses, where the relevant right applies.
- Ask for information you provided to be transferred where we rely on consent or contract and use automated processing.
- Withdraw consent at any time where we rely on it, without affecting anything already done lawfully.

Your rights depend on why and how your information is being used. You can contact CIS to ask about your information or exercise a right. CIS or the partner responsible for the relevant record will explain what applies, carry out any necessary identity checks and normally respond within one month. You will not usually have to pay.

SCDS does not use your personal information to make solely automated decisions that have legal or similarly significant effects on you. Decisions about referrals, eligibility, support and safeguarding involve an authorised worker.

Questions, requests or concerns

Contact Communities in Sync at info@communitiesinsync.info or write to: Communities in Sync, 109S Castlemill, Burnt Tree, Tipton, West Midlands, DY4 7UF. CIS will respond directly or help your request reach the SCDS partner responsible for the relevant information.

If you are unhappy with how your information has been handled, please contact us first so we can try to resolve the issue. You can also complain to the Information Commissioner's Office (ICO) through its [complaints service](#) or call 0303 123 1113.

You do not need to read or understand this notice on your own. You can ask us to explain it to you, your carer or another person supporting you. You can also ask for it in a clearer or more accessible format. Please use the contact details above to tell us what would help.