**IPS Grow (IPSG) Reporting Tool – Privacy Policy**

**1. The IPSG Reporting Tool is hosted by Social Finance. Our contact details are:**

* Name: Social Finance
* Address: 87 Vauxhall Walk, London SE11 5HJ
* Phone Number: +44 (0)20 7770 6836
* E-mail: reportingtool@ipsgrow.org.uk

This Privacy Policy covers the use of the IPSG Reporting Tool and the Help functions linked to it.

**The type of personal information we collect:**

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics, including but not limited to;
  + Name
  + Email
  + Telephone
  + Job Title
  + Employer
  + Related commissioning entity
  + Team names which you wish to be associated with

**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 you to gain access to the IPSG Reporting Tool and all its functionality. You will provide this information via the [reportingtool@ipsgrow.org.uk](mailto:reportingtool@ipsgrow.org.uk) email, or via the helpdesk facility at [Support : IPS Grow Reporting Tool - Help & Support (freshdesk.com)](https://ipsgrowreportingtool.freshdesk.com/support/home).

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

* IPSG staff who may be in contact with you for the purposes of conduction Fidelity Reviews and/or providing Technical Support to you and/or your Service
* Your Funding Bodies, service delivery partners, commissioning support units etc

We use the information that you have given us in order to create a user record and associate you with the correct services, commissioners, IPS teams etc necessary for you to carry out your work.

We may share this information with Funding Bodies, Service Managers, Team Leaders and others at their request. We may also share this information with the same parties proactively in order to confirm validity of users.

We also use this information to record and action and support requests we receive for help with the IPSG Reporting Tool and its use. The third-party helpdesk system from Freshdesk has been set up to record and process this information to ensure we provide a sufficient and accurate and effective support process. The processing of data within this third-party system is only in the EU area.

Under the UK General Data Protection Regulation (UK 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 reportingtool@ipsgrow.org.uk**

**How we store your personal information:**

Your information is securely stored. We keep your personal information for the duration of your use of the IPSG Reporting Tool. We will then dispose your information by deleting your user account information directly in the IPSG Reporting Tool

**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 withdraw consent/erasure** - You have the right to withdraw your consent and to ask us to erase your personal information.
* **Your right to object to processing for the purposes of Direct Marketing** - You have the the right to object to the processing of your personal information in this particular circumstance.
* **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 **reportingtool@ipsgrow.org.uk** if you wish to make a request. Please ensure you title your email as **‘Subject Access Request’** so that we may prioritise it appropriately.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [**reportingtool@ipsgrow.org.uk**](mailto:reportingtool@ipsgrow.org.uk). Please title your email with **‘Complaint’** so that we may prioritise it appropriately.

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>