

## Easy read privacy notice for the Wales Learning Disability Helpline

We are the Learning Disability Helpline covering Wales.



We are part of Royal Mencap Society.

We are here to help you.

To do this, we will need to write down some information about you in our computer system.



We will not share this information unless you tell us that it is ok for us to share it.



This is called giving **consent**.

You can change your mind at any time about this.



We may have to share information with people if we are worried about your safety.



We will keep this information for seven years on our system. It will be safe there.



We may use details from conversations we have or work we do together, so that we can improve our service.



If we do this we will not use your name or personal details.



You have the right to contact our Data Protection Officer at [DPO@mencap.org.uk](mailto:DPO@mencap.org.uk) or the Information Commissioner's Office if you are worried about how we use your details.



If you need help to do this, ask the person taking your call and they will help you contact the Data Protection Officer.

You can read about how we use your information in more detail on our website, or we can send this to you by post or email.

