



How Olovus keeps the information you give us safe.



**This is an EasyRead version of:
How Olovus keeps the information you give us safe.**



We are Olovus.



We work with lots of groups in the UK to help them hear your views on things.



Our address is:
Olovus
Enterprise House
Barnard Castle
DL12 8XT



Our telephone number is:
0191 249 8054



Our email address is:
hello@olovus.co.uk



We have a data protection officer who keeps your information safe.



Their email address is
dpo@olovus.co.uk



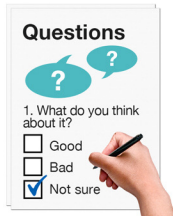
If you tell us your views you will be given their email address.



How we keep the information you give us safe.



Questionnaires.



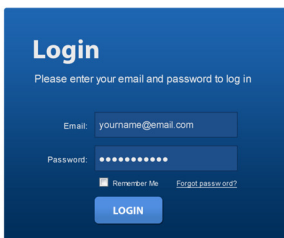
We might ask you to fill in a questionnaire.



We might do this for a group we are working with.



The information you give will help make their services better.



The computer system we use for our online questionnaires is a very good and safe system.



Interviews.



An interview is when we talk to you and ask you questions. We might do this by telephone.



We record our telephone interviews.

This makes sure:



We can use them to teach others on how to ask questions by telephone.



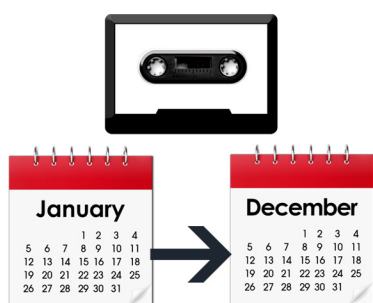
That way we ask the questions in the right way to ask them.



Sometimes our bosses use the recordings to make sure the people asking the questions are doing a good job.



By recording our telephone interviews we can listen again to make sure that we remember all the information you gave us.



We keep the recordings of the telephone interviews for one year. We will tell you if we plan to change this.



Other ways of hearing your views.



Sometimes we talk to people in groups.



Before talking to groups we might ask if everyone says it is ok to record the meeting.



We record the meeting so we can hear again what people said in the meeting.



This makes sure we record everything people say.



If someone says it is not ok to record the meeting we will just write notes.



After a year we get rid of the recording of the meeting.



Hearing more of your views.



If we ask you more about your views we will still keep your information safe.



We will keep your information for as long as we are working for the group who wanted to hear your views.



When we have stopped working for the group who wanted to hear your views we will give your information to this group.



Or, we might give your information to another group who do work like us.



We will not give your information to a group who might want to sell you things.



Private information and your rights.



You can tell us at anytime that you do not want us to have your private information.



You can do this by:

- Telling someone who works for us.



- Email:
hello@olovus.co.uk



- Telephone: 0191 249 8054



- Writing a letter to:
Olovus
Enterprise House
Barnard Castle
DL12 8XT



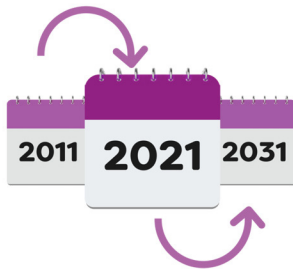
You have the right to know:



- What we are doing with your private information.



- Who can see your private information.



- How long we will keep your private information.



- How we make up our minds that it is time to get rid of your private information.



- About any ways computers might use your private information.



You have the right to see the private information we have about you.



You might have to tell us more about you so we can find your private information.



To see the private information we have about you can:



- Email:
hello@olovus.co.uk



- Write to:
DPO
Olovus
Enterprise House
Barnard Castle
DL12 8XT



You have the right to say you do not want your information to be used by us.



Sometimes we will still use this information but no one will know it was about you.



You have the right to stop private information about you being used if you think:



- This private information is wrong.



- We have used the information in the wrong way.



If you said it was ok to use your private information by using a computer you have the right to see the information.



We do not use computers to make plans from your views by using your private information.



If you are not happy about the ways we have used your private information or think you have not been listened to you can tell the Information Commissioner's Office.



Website:
<https://ico.org.uk/global/contact-us/>



Live chat:
<https://ico.org.uk/global/contact-us/contact-us-public/public-advice/>



Email:
caseworker@ico.org.uk



Write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AT

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