

Date of Last Policy Review	08/07/2021
Date of Next Review	07/07/2022

Privacy Policy

This privacy policy will explain how Pyxis uses the personal data we collect from you.

Pyxis Details:

Company Name – We Are Pyxis CIC, trading as “Pyxis”

Company Registration Number – 12047024

Company Registered Address – Delandale House, Old Dover Road, Canterbury, CT1 3JF

Company Email Address – admin@pyxis.life

Designated Data Controller – Mr P. Reed

What data do we collect?

Pyxis collects the following data:

Service Users	Employees	Volunteers
Full Name Postal Address Contact Email Address Contact Telephone Numbers Date of Birth Any relevant medical conditions Any Special Educational Clinical Diagnosis relevant to the support offered by Pyxis (ASC, ADHD etc.) Dietary Requirements Emergency Contact Details GP Surgery	Title Full Name Previous Names Gender Contact Email Address Contact Telephone Numbers Postal Address National Insurance Number Bank Details Education History Training history Employment History Spent/Unspent Criminal Convictions Disability details Medical Information Student Loan Status	Title Full Name Contact Telephone Number Contact Email Address Bank Details Spent/Unspent Criminal Convictions Disability Details Medical Information

Additionally we collect the following data:

- Information relating to service users current and developing social skills/life skills/employability skills.
- Photographs/Videos of group activities
- Financial transaction information
 - o Date paid
 - o Amount paid
 - o Overdue payments
 - o Bank Details for Refunds

How do we collect your data?

Pyxis collects your data when you:

- Make an Expression of Interest (EOI)
- Complete a contact form
- Complete a Pyxis Registration Form.
- Complete a Medical Care Plan
- Apply for employment
- Apply for a volunteering post.
- Consent to us tracking the life and social skill development of young people registered.
- Complete a feedback survey/questionnaire regarding our services, or provide us with feedback unprompted.

Pyxis collects your data when we:

- Take photographs/videos of group activities.
- Track payment schedules.

Pyxis does not collect your data by any indirect means (i.e. through cookies on our website).

How will we use your data?

Pyxis collects your data so that we can:

- Respond to contact forms
- Process your Expression of Interest.
- Process your registration form.
- Process Medical Care Plans and implement these.
- Process applications of employment and volunteering
- Manage employees and volunteers.
- Monitor, track and analyse the development of service users life, social and employability skills. This information may be used in the following ways:
 - o To provide you with direct observations of service users' development.
 - o To ensure the service we are providing remains relevant.
 - o To contribute to the evidence base of the work carried out by Pyxis. This may be presented in marketing material or when designing future programmes of support. Any developmental evidence used will remain anonymous, unless

express permission has been given to use identifiers and if there is good reason to do so.

- Contact you via phone or email to communicate.
- Contact you via email or through the post with information regarding future products and services we think you may like or may be suitable for the service user.
- Respond to complaints and legal matters.
- Respond to health and safety incidents appropriately.
- Analyse and improve the services offered by us.

How do we store your data?

We Are Pyxis CIC takes appropriate and proportionate measures to keep your personal information secure and to prevent the loss, destruction or misuse of it. For example, personal information is downloaded and stored on an encrypted external hard drive, which can only be accessed by authorised personnel. Paper copies of relevant information such as medical emergency response procedures and contact details are kept in a locked and secured box when not in use. These are then kept with Pyxis employees in a locked bag at all times when on site.

All personal information and details are held on and processed by computers and technology situated in the United Kingdom.

Please note that the transmission of information via the internet is never completely secure, and although we do our best to protect it, we cannot guarantee the security of personal information transmitted over the internet. However, we have done our best to reduce the risk of this occurring at our end, by using reputable Data Processors with appropriate security measures in place. More information regarding this can be found on our GDPR Policy (available upon request).

How long do we store your data?

We keep your data for the following durations:

- **Expressions of Interests** (and the data within) for a maximum of **12 Months** after submission. Should you register with us before the end of this period, we will keep your Expression of Interest with your Registration form for the duration shown below.
- **Registration Form** (and the data within) for a maximum of **36 months** after the date you disengage from our services.
- Data regarding **personally identifiable Life, Social and Employability skill development** for a maximum of **36 months** after the date you disengage from our services.
- Data regarding **unidentifiable Life and Social Skill development indefinitely**.
- **Photographs/Videos** used for social media or marketing purposes will remain the property of Pyxis **indefinitely**.
- Unsuccessful applicants for volunteering and employment posts will have all data submitted to us, kept for 24 months.
- Successful applicants for volunteering and employment posts will have all data submitted to us, kept for 5 years.



At the end of the designated time periods, your data will be securely destroyed.

Information Sharing:

Pyxis will only share your personal information with the following third parties in the following circumstances:

- Emergency Services in case of an emergency situation.
- Law enforcement or other authorities if required by applicable law.
- Appropriate Safeguarding agencies in the event of a safeguarding disclosure, in accordance with the We Are Pyxis CIC Combined Children, Young People and Adults Policy.
- Alternative support services (only with your explicit consent).

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities.

Marketing:

Pyxis would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Pyxis from contacting you for marketing purposes.

What are your data protection rights?

Pyxis would like to make sure that you are fully aware of all of your data protection rights.

The right to access – You have the right to request copies of your personal data.

The right to rectification – You have the right to request that Pyxis correct any information you believe is inaccurate. You also have the right to request Pyxis to complete information you believe is incomplete.

The right to erasure – You have the right to request that Pyxis erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Pyxis restrict the process of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Pyxis processing of your personal data, under certain conditions.

The rights to data portability – You have the right to request that Pyxis transfer the data that we have collected to another organization, or directly to you, under certain conditions.



If you make a request, we have one month to respond to you. If you would like to exercise any of these rights please contact us via email at - admin@pyxis.life

Changes to our Privacy Policy:

Pyxis keeps its privacy policy under review and places any updates on this website. This privacy policy was last updated on 21st May 2021.

How to contact us:

If you have any questions about the Pyxis Privacy Policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: admin@pyxis.life

How to contact the appropriate authority:

Should you wish to report a complaint or if you feel that Pyxis has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office

Telephone: 0303 123 1113

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF