**PRIVACY STATEMENT
For our service users**

Here at Hearing Loss Cornwall, we take your privacy very seriously and will only use your information to provide the essential service that you requested or to answer your query.

We will not pass your details on to anyone other than the provider of the service you require *(eg. NHS clinic, dental surgery)*

We will not contact you directly unless this is to ensure that your requirement for our service is fulfilled.

Hearing Loss Cornwall **DO NOT** keep your personal details such as addresses or date of birth on file and **DO NOT** share any information about your communication needs unless this is to support your need.

The only record of any information kept about you, which is your **name and NHS** Number is to ensure you;

1. Get the service you need
2. Your communication support worker receives payment
for their service to you
3. We are able to invoice the NHS *(only using your NHS number)*

Hearing Loss Cornwall follows the NHS Codes of Practice on confidentiality and we only work with highly trained BSL interpreters who have the appropriate accreditation.

We look forward to being of service to you.

Kind regards

The Staff and Trustees of Hearing Loss Cornwall