**Relate Cross Pennine collects and stores your personal data for the following reasons:**

**To provide you with our services or decide whether to do so:**

* Assessing any information, you give us to decide if Relate is an appropriate service or if another service provider would be more helpful.
* Providing you with a service.
* Communicating with you and holding records about our dealings and interactions with you.
* Making decisions about you including your continued suitability for the service, the risk of providing you with the service, and assessing compliance with our policies and procedures in relation to providing the service to you.
* Managing the operation of our business that help support the services we provide.
* Updating your records to enable other connected services to be made available to you where appropriate.

**For our legitimate interests or those of others:**

* To develop our services using the information we hold.
* To continually develop, improve and manage our risk assessment and service delivery models, systems, and protocols.
* To test and improve the performance of our services, processes and systems and to provide insight and analysis both for ourselves and our funders.
* To improve the operation of our business.
* To develop new services, and to review and improve current services.
* For management and auditing of our operations - to monitor and to keep records of our communications between you and our staff.

**Sharing and disclosures of your personal data**

We will only share or make any disclosure of your information when we are compelled to by law or we may share your information with the following parties

* Relate service providers who are a part of providing services to you or help us to operate our business such as our legal advisers and insurers.
* Police and law enforcement agencies if we are required, or to support a criminal investigation.
* Information Commissioner’s Office.