

# Hope into Action: Bristol

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## Data Privacy Notice For Referral Agencies

### Personal data

Your privacy is very important to us. This privacy notice is provided by Hope into Action: Bristol (HiA:B) and references to 'we', 'our' and 'us' are references to HiA:B and Hope into Action UK (HIA).

When your organisation becomes a referral partner for HiA:B we keep some data about you and some 'personal data' relating to particular named people that you reference to us.

We are a controller of your personal data under applicable data protection laws, including the General Data Protection Regulation (GDPR). We as a controller, determine why and how we collect and use your personal data.

### What personal data do we hold?

We will record the name, address and email address, phone number, and name of principal contact at your organisation and the name, job title and email address of any authorised personnel who make referrals to HiA:B.

We will record a referral's name, address and email address, phone number, next of kin and emergency contact, bank accounts, personal finance, benefits and passport number. We will also record any debt, housing history, medication, drug abuse, physical and mental health, medical history, offending history and relevant personal matters and history. We will also record ethnicity, religion, date of birth, gender, sexual preference and disability, if this has been provided.

We will keep records on employment and training opportunities, meaningful use of time and social interaction. We will keep records of periodic assessments, action plans, outcomes, support notes and other notes and records.

At all times we shall use all reasonable endeavours to keep your data safe, accurate and updated.

### How is your personal data kept safe?

We keep personal information secure with appropriate measures in place to protect against the loss, misuse and alteration of personal information, however, the transmission of data across the internet is not completely secure. We cannot guarantee that loss, misuse or alteration of data will not occur whilst data is being transferred.

We ensure that access to personal data is restricted only to those members of staff or volunteers whose job roles require such access and that suitable training is provided.

The originals of your forms, or a photo-copy, are kept in a secure, locked room with the key only available to authorised members of staff. A login account with password is required to access data held on our computer system.

### **What is your data used for?**

We use personal information:

- For risk assessment of potential tenants and general suitability;
- For the wellbeing of tenants and to provide or facilitate appropriate services and support;
- For the Health and Safety of tenants regarding their vital interests or in accordance with HiA:B safeguarding policy;
- To ensure tenants receive their benefits;
- To administer HiA:B's business and ensure its financial stability through the collection of rent and personal charges;
- To ensure the safety of staff, volunteers, support workers, neighbours and other tenants;
- To comply with any legal obligation;
- For research purposes, ongoing learning and development of the organisation including the analysis and profiling of tenants on an anonymised basis.

### **Does HiA:B have a right to your data?**

Under Data Protection legislation, we need to have a "lawful basis" for keeping data and for using it. We will process your data under "performance of a contract" as we have created a 'Permission to Share' creating a contract between us and as such HiA:B needs to process the personal data in order to comply with its obligations.

### **Sharing your data**

We share some of your data with the volunteers linked to the support package offered by HiA:B and other agencies including the partner Church assigned to each house. We may also on occasion share relevant data with other agencies providing support to a tenant or who have a legitimate involvement, including the Department of Work & Pensions, the NHS and the Local Authority, or a statutory undertaker, and at termination of a tenancy with a housing provider or appropriate agency. Where a house is operated in partnership with another organisation, data will be shared with that organisation.

We will not share your data with any other third party without your consent, unless there is a legal requirement such as where reporting to the Police a criminal activity or a safeguarding of children or vulnerable adults issue or other safety issues where liaison with Police or next of kin or other appropriate person would be required. We would also share data with relevant authorities and appropriate persons where it is necessary to establish or verify any relevant evidence for the purposes outlined in this Privacy Notice.

### **How long will your data be kept?**

Our relationship with our tenants goes beyond the original term of the tenancy so taking into account any legal, accounting, reporting or regulatory obligations, we will keep the data whilst it is necessary to maintain that relationship and safeguard our legal interests.

Refused applicants' data will be destroyed after six months.

## **What rights do you have?**

You have a number of rights under Data Protection legislation:

### **1. Right to know what data we hold**

You have a right to know what personal data we hold about you. This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.

### **2. Right to have a copy of the data we hold**

If you would like a copy of your Personal Information, please contact us at the address given in the 'Contact us' section of our website, or by email to [bristol-inhope@hopeintoaction.org.uk](mailto:bristol-inhope@hopeintoaction.org.uk) stating your full name and providing us with sufficient information to verify your identity. Please also help us to respond quickly by indicating why you think we hold Personal Information about you and what information you think we may hold. Sometimes there may be a reason why access will not be possible. If that is the case, you will be told why. We will respond promptly and within one month of receiving all necessary information.

### **3. Right to object**

You can object if you think we are using your data in the wrong way. You can also object if you think we don't have "lawful grounds" for using your data. We shall no longer process your personal information unless we can demonstrate compelling legitimate grounds.

We will give you a statement explaining why we use your data and explaining the "lawful grounds". If you are still not happy, you can complain to the Information Commissioner's Office. If we find we are using your data in the wrong way, we will stop immediately and stop it happening again.

### **4. Right to have your data corrected or deleted**

If you think there is a mistake in your data, or there is no longer justification for us to hold it, please contact us at the address given in the 'Contact us' section of our website or [bristol-inhope@hopeintoaction.org.uk](mailto:bristol-inhope@hopeintoaction.org.uk). You have a right to have your data held correctly; we may need to check what is the correct data, but we will put right any mistakes as soon as possible.

All our emails contain an unsubscribe button. If you wish to stop receiving emails a list of unsubscribed email addresses may be kept to ensure that we do not send emails to those who no longer wish to receive them.

### **5. Right to be forgotten**

We promise to remove your data when it is no longer reasonably required and in the case of cessation of a financial payment, after seven years.

Finally, if anything happened to your data that could be a risk to you, we will do our best to tell you.

### **Contact us**

To make enquiries in relation to this privacy notice, exercise any of the above rights, or to make a complaint about our use of your personal information, please email [bristol-inhope@hopeintoaction.org.uk](mailto:bristol-inhope@hopeintoaction.org.uk) or phone us on 0117 330 1230 or write to us at 32 Stapleton Road, Easton, Bristol, BS5 0QY.

If you are not satisfied with the way we deal with your complaint, you have the right to refer it to the Information Commissioner's Office without first referring it to us.

### **Changes to this privacy statement**

We keep our privacy notice under regular review and we reserve the right to change this statement from time to time. If changed we will provide you with an updated notice. This notice was last updated on 25<sup>th</sup> May 2018.