

PRIVACY NOTICE

INFORMATION FOR (a) APPLICANTS TO AND USERS OF CHS COMMUNITY SUPPORT SERVICES; (b) OTHER STAKEHOLDERS

CHS is committed to protecting your personal data. This privacy notice sets out how your personal data will be collected and processed during the application process for a Community Support service and, if successful, during the period when you are receiving a service. Please note that this privacy notice will be regularly reviewed and may be updated from time to time.

(a) APPLICANTS AND USERS OF COMMUNITY SUPPORT SERVICES

What information do we collect?

We collect a range of information about you throughout the application process and, if applicable, during your time at the service. This includes:

- your name, date of birth, address and contact details, including email address and telephone numbers;
- names, relationship and contact details of your family and emergency contacts, (you should inform your family/contacts you have shared this information with CHS)
- information about visitors, including photo, date of birth, name and address
- your NI and NHS numbers, Homelink registration number
- your housing, education, employment history;
- information about your current income, including benefit entitlement, information about your bank including statements ;
- whether or not you have any physical or mental health needs, including medication taken, allergies;
- details of GP, dentist and any other health professional
- whether you are expecting a baby;
- whether you are receiving support from any other agencies, including any care or support plans;
- Independence passport, Safety and Pathway Plans (LAC services)
- what strengths and needs you have;
- any offending history;
- what risks you may be facing or may present to others;
- equal opportunities monitoring information about your ethnic origin;
- whether you have been assessed under the Care Programme Approach, Multi Agency Public Protection arrangements or Multi Agency Risk Assessment conference
- details of any criminal convictions, conditional discharges or cautions;
- any connections with CHS Group

The General Data Protection Regulation

We collect this information in a variety of ways. Personal data may be obtained from application forms, and during an interview and we may collect personal data about you from third parties, such as previous housing providers or other agencies. We will only seek information from third parties after we have sought your agreement to this.

Data will be stored in a range of different places, including on your application record, in the service recording system and on other IT systems (including email).

Why do we process personal data?

We need to process data to assess your application for our service, and to ensure that our services will meet your individual needs. Processing your data in this way is necessary for us to potentially enter into a formal agreement or contract with you to provide you with a service, and if you do then receive a support service from us we need to continue to process your data in order to fulfil this.

We also have a legal obligation to process personal data to ensure that we comply with contractual and Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (**RIDDOR**) requirements. This includes demonstrating that our staff have the skills and competency to comply with legal and industry services.

In the event of a medical emergency, personal data may be processed to ensure that you receive the care you require.

Other special categories of data, such as information about ethnic origin, sexual orientation, health, religion or belief may also be requested as recommended by the Equality and Human Rights Commission and your explicit consent to the processing of such information will be sought. This information is helpful to enable us to provide you with the most appropriate service and ensure from an early stage whether or not there appear to be any areas from which certain disadvantaged groups are excluded. The provision of this information is optional.

For how long do we keep your data?

If your application is unsuccessful, the organisation will hold your data on file for up to twelve months. At the end of that period your data is deleted or destroyed.

If your application is successful, personal data gathered during the application process will be transferred to your personal file (either manual or electronic or both) and retained during your time in the service. After you leave the service your personal data will be retained for three years and then deleted or destroyed. In the case of Looked After Children, your personal data will be retained for 75 years before deletion/destruction.

(B) OTHER STAKEHOLDERS

Stakeholders may include individuals who have requested copies of newsletters, 'Friends' groups, etc

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What information do we collect?

We may collect your name, date of birth, address and contact details, including email address and telephone numbers.

This data will be stored in the service recording system and on other IT systems (including email).

Why do we process personal data?

We need to process data to provide you with the service requested by you.

If any other special categories of data, such as information about ethnic origin are requested for equal opportunities monitoring purposes, then your explicit consent to the processing of such information will be sought.

For how long do we keep your data?

Your personal data will be retained for twelve months after you cease contact with us.

Who has access to the data?

Your information will be shared with all members of the staff team and within Provider Partnerships if these apply. For applicants to services outside a provider partnership, information will also be shared with members of any service Allocation Panel. With your agreement, information may be shared with other parties, as part of your support plan whilst living in the service or as part of a move on plan.

Managers in Community Support services and IT staff have access to the data as necessary for the performance of their roles.

We will not share your data with third parties without your consent, unless we need to do so to safeguard you or other people, or in the event of an emergency situation where the provision of your personal data is essential to ensure you receive the support you require or where we are required by law for crime prevention and detection purposes under which circumstances we may be required to share your data with the Police, medical or social welfare organisations.

In the event of a serious Health and Safety 'RIDDOR' incident we may share your information with the Health and Safety Executive.

We will not transfer your data outside the European Economic Area.

How do we protect your data?

We take data security very seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Your data may be held securely in electronic and/or manual records. All of our staff receive data protection training and are made aware of how data should be handled and

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stored in accordance with data protection legislation. Where appropriate, IT systems have restricted access arrangements in place to ensure that only authorised staff have access to your data.

Your rights

Even if we already hold your personal data, you still have various rights under data protection legislation. We will seek to deal with your request without undue delay and in accordance with any legislative requirements. We may keep a record of your communication to help us resolve any issues or requests that you raise.

- Right to object – if we are using data because we deem it necessary for our legitimate reasons to do so and you do not agree, you have the right to object. You also have the right to object to being subject to automated decision making, including profiling and direct marketing.
- Right to withdraw consent – where we have obtained your consent to process personal data for certain activities (including marketing), you may withdraw your consent and request that your personal data be deleted at any time.
- Right to access (subject access request) – you have the right to ask us to confirm what information we hold about you at any time and may ask us to modify or update such information. We may ask you to verify your identity, provide more information and/or where legally permitted decline your request and explain why.
- Right to erasure – in the following circumstances, you have the right to request that your personal data be erased: if the data is no longer necessary for the original purposes it was collected or processed, it has been processed unlawfully, it should be deleted due to a legal obligation or you object to processing and there is no overriding legitimate interest for us to continue processing. We may only decline your request if certain limited conditions apply.
- Right to portability – you have the right to ask us to transfer your data to another data controller.
- Right to block or restrict processing whilst the organisation considers your requests exercised under data protection legislation.

If you would like to exercise any of these rights in relation to the application for or provision of a support service, please e-mail communitysupportservices@chsgroup.org.uk or data.protection@chsgroup.org.uk or write to Community Support Services, Endurance House, Vision Park, Chivers Way, Histon, Cambridge, CB24 9ZR.

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact our Data Protection Officer using the above e-mail address.

If you remain dissatisfied then you have the right to complain directly to the Information Commissioner (www.ico.org.uk/concerns)

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the organisation during the application process or whilst receiving a service. However, if you do not provide the information, the organisation may not be able to process your application properly or at all and our ability to provide you with support will be affected and it may not be possible to continue to provide support.

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Automated decision-making

Application processes and the provision of support are not based on automated decision-making.

CCTV/Surveillance

We have installed CCTV systems in some of our premises, for the purposes of resident, visitors and staff safety and crime prevention and detection. CCTV is also installed on the outside of some of our buildings for the purposes of monitoring building security and crime prevention and detection.

In all locations, signs are displayed notifying you that CCTV is in operation.

Images captured by CCTV will not be kept for longer than necessary. However, on occasions there may be a need to keep images for longer, for example where a crime is being investigated.

You have the right to see CCTV images of yourself and be provided with a copy of the images.

You have the right to see images/audio recording of yourself in accordance with the Data Protection Act and be provided with a copy of the images.

We will only disclose images and audio to other authorised bodies who intend to use it for the purposes stated above. Images and audio will not be released to the media for entertainment purposes or placed on the internet for public viewing.

We operate CCTV and disclose in accordance with the codes of practice issued by the Information Commissioner and the Home Office.

Contact details of the Data Protection Officer

CHS Group has a Data Protection Officer who can be contacted by e-mailing data.protection@chsgroup.org.uk or writing to our offices at Endurance House, Vision Park, Chivers Way, Histon, Cambridge, CB24 9ZR

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