

## **The General Data Protection Regulation**

### **PRIVACY NOTICE**

#### **INFORMATION FOR USERS OF CHS OUTREACH EMPLOYMENT ADVISORY SERVICES**

CHS is committed to protecting your personal data. This Privacy Notice sets out how your personal data will be collected and processed in relation to our Employment Advisory Services. Please note that this Privacy Notice will be regularly reviewed and may be updated from time to time. Employment Advisory Services include employment advice and guidance. These services are funded by other organisations but delivered by CHS.

Our lawful bases for collecting your data are:

- to enter into a contract with you
- to follow our legitimate interests to deliver a service to you
- to protect your vital interests, if necessary, e.g. in a medical emergency, or
- with your consent (as outlined in your Client Contract)

#### **What information do we collect?**

We may collect the following information, from initial enquiry through to the delivery of services. The type of information we collect from you depends on what our Funder requires us to do. It will include:

- Name, address, contact information including e-mail address and phone number
- Reason for enquiring about the service

It may also include some of the following, depending on what is needed to deliver the service to you:

- Your date of birth
- Your employment status
- Details of:
  - any disabilities or long-term health conditions that you may have
  - any substance misuse issues you may have
  - criminal offence information relating to you (with your consent)
  - any benefits you may receive
  - any dependents you may have

We collect this information through:

- emails
- conversations with you, in person or by phone
- enquiry forms on our website
- forms which other professionals, or our funders fill in
- and client contact forms

#### **Why do we process personal data?**

We deliver services which support people to get on in life and which are paid for by public services or charitable trusts. We need to demonstrate that we are providing a service to eligible groups only and that the services are making a difference to people's lives.

### **Who has access to the data?**

- CHS Group employees
- Organisations funding the service(s) you are using. (We will let you know who the Funders of a service are when you sign up for that service).
- if you agree, we may also share your information with other organisations that can help you

### **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 files, including those of our Funders. Any paper records will be stored in lockable cabinets. All of our staff receive data protection training and are made aware of how data should be handled and stored in accordance with data protection legislation. Where appropriate, IT systems have restricted access arrangements in place to ensure that only authorised employees have access to your data.

### **For how long do we keep your data?**

We do not hold onto your data for longer than necessary. Our Funders require us to keep data for different lengths of time and we will let you know how long that is when you sign up to our services.

### **What are 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, and you do not agree, you have the right to object.
- Right to withdraw consent – where we have obtained your consent to process personal data, you may withdraw your consent at any time.
- Right to access – you have the right to ask us to confirm what information we hold about you at any time.
- Right to erasure – in certain circumstances, you have the right to request that your personal data be erased.
- 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 we consider your requests.

To exercise any of these rights, please email [Andrew.church@chsgroup.org.uk](mailto:Andrew.church@chsgroup.org.uk) or write to him at **CHS Group, Endurance House, Chivers Way, Histon, Cambs CB24 9ZR**. Or email or write to our Data Protection Officer at [data.protection@chsgroup.org.uk](mailto:data.protection@chsgroup.org.uk) (postal address as above).

### **What if you do not provide personal data?**

Whilst you are under no obligation to provide your personal information, we may not be able to provide you with the service or our support without it.

**Date of Issue August 24**

**Review Date: August 25**