

The General Data Protection Regulation

PRIVACY NOTICE

INFORMATION FOR COMMUNITY INVESTMENT 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 Community Investment Services. Please note that this Privacy Notice will be regularly reviewed and may be updated from time to time.

Community Investment Services include advice and support on money matters, help in a crisis, getting back to work and getting involved in your community. Many of these services are funded by other organisations but delivered by CHS.

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 and so the level of information will vary across the different Community Investment Services we provide. It will include:

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

And may also include some of the following depending on the service:

- Date of birth
- Landlord
- Household income and expenditure
- Gender
- Ethnic Origin
- Employment status
- National Insurance number
- Disability or long term sickness

We collect this information through:

- Telephone conversations
- Enquiry forms on our website
- Referral forms which other professionals fill in
- Eligibility forms
- Monitoring forms

We store the data obtained on/in our:

- Cloud based data base called Charitylog
- Lockable filing cabinets at our offices in Histon
- Secure electronic files in our computer systems

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, charitable trusts or housing associations. 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, agency and voluntary staff
- 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.)
- With your permission, other professional agencies including doctors, Social Services, District Nurses, Occupational Health, Mental Health Services, Hospitals, Safe Guarding and emergency services.

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 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 one of 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 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, please email Andrew.church@chsgroup.org.uk or write to him at **CHS Group, Endurance House, Chivers Way, Histon, Cambs CB24 9ZR.**

What if you do not provide personal data?

CHS require certain personal data from you, without this information CHS will not be able to determine if we can provide you with a service.

Automated decision-making

We do not make automated decisions in Community Investment Services.

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 (at the address given above).

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