

## Ayr Housing Aid Centre

### Data/Privacy Notice for Service Users

#### (Policy and Procedure Statement 7 Confidentiality Policy)

<b>1. <u>Introduction</u></b>	<p>This notice relates to changes in data protection responsibilities placed on the Centre. The new General Data Protection Regulations (GDPR) come into force on 25<sup>th</sup> May 2018 and the Centre is required to inform individuals who it holds personal data on. This notice has been designed for the purposes of the regulations and provides useful information to you.</p>
<b>2. <u>Data Protection</u></b>	<p>We are committed to protecting your personal data.</p> <p>We have a range of Policies and Procedures relevant to data protection which can be found on our website <a href="http://www.ayrhousingaidcentre.com">www.ayrhousingaidcentre.com</a> including;</p> <ul style="list-style-type: none"> <li>• Policy and Procedure Statement 7:- Confidentiality</li> <li>• Confidentiality GDPR Form 1a or 1b (Prison Advice Service)</li> <li>• Policy and Procedure Statement 31:- GDPR Policy</li> <li>• Policy and Procedure Statement 34:- Data Retention</li> </ul>
<b>3. <u>Collection of Data</u> <u>/Information</u> <u>/Case sheets</u></b>	<p>We gather a range of personal information which is necessary to provide the service/services to you. You do not need to provide information and the Centre will provide the service to you if possible without the information. We will open a case file which will include any information provided in connection with your case. This will also include case notes, all of these are held securely and conform to Data Protection.</p> <p>We will ask for general personal information if relevant;</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> <li>• DOB</li> <li>• Telephone contact</li> <li>• Email</li> </ul>

	<ul style="list-style-type: none"> <li>• NI</li> </ul> <p>We will gather additional information on a range of areas which will support the service/services we provide to you.</p> <p>Your personal information will not be processed further or shared unless this is necessary, and consent is given by the service user which complies with the Centre's Confidentiality Policy and Procedure 7 and our GDPR Policy and Procedure 31.</p> <p><b>Please contact Karen Taylor, Data Protection Officer on 01292 288111 at the Centre if you wish to discuss this further.</b></p>
<p><b>4. <u>Additional Information</u></b></p>	<p>We gather additional information at the start of your case for statistical purposes. These support our research into case types and trends, projections, service improvement and quality assurance, funding applications and our reporting systems.</p> <p><b>Your statistics are loaded on to our system anonymously to protect your data.</b></p> <p>Please note you do not have to provide this information and we will provide the service to you if possible without the information.</p>
<p><b>5. <u>Your Rights</u></b></p>	<ul style="list-style-type: none"> <li>• Contact details of who holds your personal data.</li> <li>• Purpose of the processing of your data and the lawful basis.</li> <li>• Consent (if relevant) to the sharing of your data. (Please note the Centre would not share your data unless we have consent, with exceptions relating the protection of vulnerable adults and children.) We will explain this in further detail when completing Confidentiality GDPR Form 1 with you.</li> <li>• Period in which your data may be retained.</li> <li>• If the lawful basis is consent you have the right to withdraw consent.</li> <li>• Right of Access to information held by the Centre</li> </ul>

(Subject Access Request).

- Right to make a complaint to the Information Commissioner.

# Your Rights

**Contact details of who holds your personal data**

**Purpose of the processing of your data and the lawful basis**

**Consent (if relevant) to the sharing of your data**

**Period in which your data may be retained**

**If the lawful basis is consent you have the right to withdraw consent**

**Right of Access to information held by the Centre (Subject Access Request)**

**Right to make a complaint to the Information Commissioner**

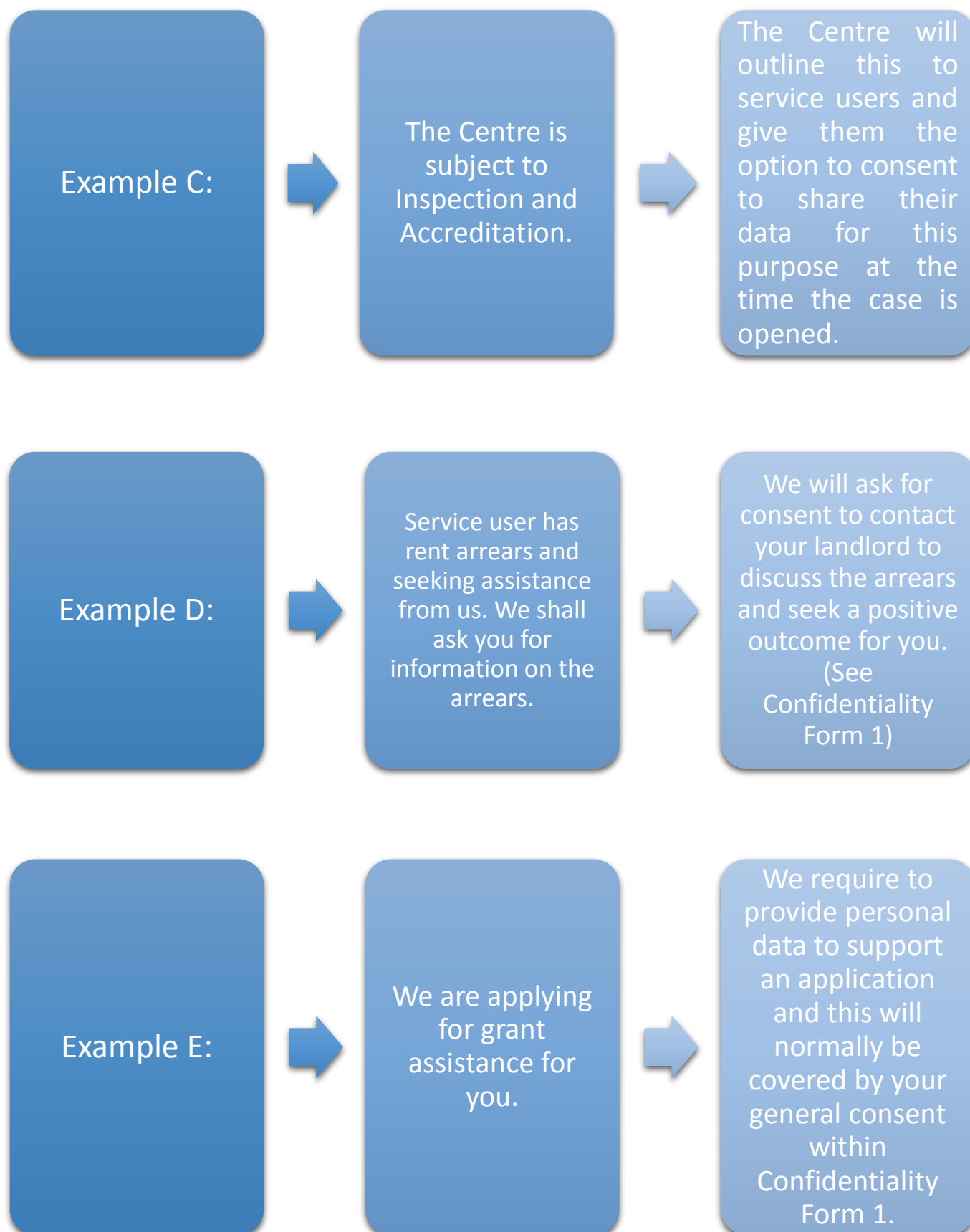
<p><b><u>6. Centre's Data Protection Commitments</u></b></p>	<p>We are committed not only to the letter of the law on data protection but also to the spirit and will place a high priority on your rights under the Regulations.</p> <p>Our commitments below support the priority we give to both data protection and your rights.</p>
<p><b><u>Commitment 1</u></b></p>	<p>We shall clearly explain to you the purpose of processing your personal information prior to processing/collecting.</p> <p>The personal information processed/collected shall be relevant and necessary to take forward your issue/issues.</p>
<p><b><u>Commitment 2</u></b></p>	<p>We shall only process information which they have a lawful basis for processing/collecting and the information is necessary to deal with the issue/issues raised by you.</p> <p>Our operations Advice/Sustainment/First Home will determine and advise you the lawful basis on which we collect your information. The main lawful basis for the Centre shall normally be;</p> <ul style="list-style-type: none"> <li>• Consent</li> <li>• Contract</li> </ul> <p><b>In the majority of cases the processing of personal data will be in the consent or legitimate interests or both categories.</b></p>
<p><b><u>Commitment 3</u></b></p>	<p>We shall only process personal information which is relevant to the issues/issues raised by you.</p>



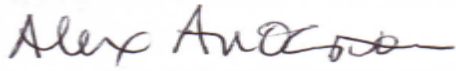
**Commitment 4**

We shall not share your personal data without your expressed consent and there is a legitimate purpose for sharing the personal data.





Signed:



Date : 18<sup>th</sup> April 2018

16<sup>th</sup> May 2018