

Data Privacy Notice for Service Users

<p>1. <u>Introduction</u></p>	<p>This notice relates to the obligations of Ayr Housing Aid Centre SCIO (AHAC) regarding data protection and the rights of Service Users (“data subjects”) in respect of their personal data under the General Data Protection Regulations (“the Regulation”) and the Data Protection Act 2018 (the DPA) which will be updated when the Data Protection and Digital informal Bill has completed parliamentary process. Our Policy covers the UK as this is where we are based and store data. In the event any data is received and stored as per our P&P from people out with the UK we will comply with the relevant legislation and protections of that Country (e.g. EU, rest of the world). We will never transfer data out with the UK to any GDPR adequate countries or inadequate countries.</p> <p>When you contact us you will be advised of this notices and advised to read it on our website. This notice has been designed for the purposes of the regulations and provides useful information to you.</p>
<p>2. <u>Data Protection</u></p>	<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 www.ayrhousingaidcentre.com/gdpr including:</p> <ul style="list-style-type: none"> • Policy and Procedure Statement 7:- Confidentiality • Confidentiality GDPR Form 1a or 1b (Prison Advice Service) • Policy and Procedure Statement 31:- GDPR Policy • Policy and Procedure Statement 34:- Data Retention <p>We will never transfer data out with the UK to any GDPR adequate countries or inadequate countries. The Centre is Cyber Essentials Accredited and Advice Pro is Information Security Code of Practice ISO27001 compliant.</p>
<p>3. <u>Collection of Data</u> <u>/Information</u> <u>/Case info</u></p>	<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 still try to provide a service to you if we can. 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 online on AdvicePRO and conforms with legislation/regulations.</p> <p>We will ask for general personal information:</p> <ul style="list-style-type: none"> • Name • Address

	<ul style="list-style-type: none"> • DOB • Contact info such as phone number, e-mail • NI number <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 our Confidentiality Policy and Procedure 7 and our GDPR Policy and Procedure 31.</p> <p>Please contact our Data Protection Officer on 01292 288111 at the Centre if you wish to discuss this further.</p>
<p>4. <u>Additional Information</u></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>Your statistics are loaded onto our AdvicePRO online system which is Information Security Code of Practice ISO27001 compliant.</p> <p>You will always be asked for consent and the legitimate purpose for holding data is explained.</p>
<p>5. <u>Your Rights</u></p>	<ul style="list-style-type: none"> • 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. (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. • 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>6. <u>Centre's Data Protection Commitments</u></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>

<u>Commitment 1</u>	<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>
<u>Commitment 2</u>	<p>We shall only process information which we have a lawful basis for processing/collecting and the information is necessary to deal with the issue/issues raised by you.</p> <p>Our services will determine and advise you of 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"> • Consent • Contract <p>In the majority of cases the processing of personal data will be in the consent, legitimate interests or both categories.</p>
<u>Commitment 3</u>	<p>We shall only process personal information which is relevant to the issues raised by you.</p>
<u>Commitment 4</u>	<p>We shall not share your personal data without your expressed consent and there is a legitimate purpose for sharing the personal data.</p>

Date created: 18.4.18

Reviewed: May 2018, Aug 2021, May 2024



