



CHURCHES HOUSING ACTION TEAM (MID DEVON) LTD PRIVACY NOTICE

WHO WE ARE

We are the Churches Housing Action Team (Mid Devon) Ltd, (CHAT) whose principal office is at Coggan's Well House, Tiverton, Devon. CHAT is a not-for-profit organisation working with the homeless and people at risk of homelessness in the Mid Devon area. We provide housing advice and tenancy support, and aim to help people move on from insecure housing into a secure and stable home. We also run the local Foodbank.

Our Data Protection Lead is Tim Bridger, and can be contacted via email on theoffice@chatmid.co.uk

WHAT INFORMATION WE PROCESS AND WHY

We process your personal data so that we can offer services and help to you on the basis of informed consent. Where advice is sought and given, we will process personal data related to that advice on the basis of our legitimate interest in being able to justify and defend that advice.

All data we process is in accordance with the rules as laid down in statute, including the General Data Protection Regulations, and the Data Protection Act 2018. We also follow statutory guidance to ensure that safeguarding is a primary concern for all our staff.

Personal data we process about our clients will include some basic details such as names, addresses, contact details and dates of birth. It may also include special categories of data including health information, ethnicity, and religion. We will always ask you if it's okay to record special categories of information, and you can say no without it affecting the services we provide for you.

We use personal data about clients to ensure that our workers fully understand who you are, the situations you are facing, and can plan effectively to provide the help and support you need.

We ensure that we obtain your consent to process your personal data freely and in a positive manner and you can withdraw that consent easily and quickly.

WHO WILL SEE YOUR PERSONAL DATA

We will only share your information with people who have a legal or operational reason to see it. This could include colleagues and managers who are directly involved in planning, providing or supporting your advice sessions with us. In certain circumstances, we may need to share information with partners including the Local Authority, Social Services or the Police. This will only be done where strictly necessary, and the information shared will be limited to what is appropriate to the specific circumstances. This could include any safeguarding concerns we have, or information we believe may indicate that someone could be at risk of harm.

We share some information with our funders, to show that we are fulfilling the terms of our contract and using funds appropriately. Any data we share in this way will be fully anonymised, and it will not be possible to identify an individual client from the dataset.

WHAT DATA WILL BE KEPT

We will store the data which you provide to us while you are a client, and for a period of up to six years thereafter, or twelve years in cases involving mortgages. Data will always be stored in accordance with our data protection policy. After this time all data will be securely destroyed in accordance with our file destruction procedures. We keep the data to ensure that we are able to justify and explain the advice we have given you. This may be necessary in the event of a future dispute with you about what you were told.



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Any personal data that we keep about our clients is securely stored on an encrypted database, with limited access for staff. It will not be accessed except in response to a question about what we did in that particular case. You will not suffer any detriment or harm by having it stored on our secure systems.

We keep an overall summary of our work and the people we have reached through our services. This information might include numbers of people we've worked with, how many sessions we held with them, the outcomes we achieved, and could include some additional categorisation such as gender, age and other special characteristics. This data is anonymised and does not allow us to identify individual clients.

If we share information with any other agencies around safeguarding concerns, they will keep a record of that information on your file.

The collection of this information will benefit our services by:

- *Helping us to design our services to address specific needs*
- *Ensuring we focus on continual improvement in the services we provide to clients*
- *Ensuring we train and support our staff in the areas that matter*
- *Tailoring our resources to the issues that matter most to our community*

HOW WE WILL CONTACT YOU

We will need to contact our clients for a range of reasons. We will only contact you on relevant CHAT business. We will use the contact details that you provide to us as our main source of communication.

Our preferred means of communicating with clients is by telephone and email. We take all due care when sending information, to ensure that it is only seen by the intended recipients.

ACCESSING THE INFORMATION WE HOLD ABOUT YOU

You can ask to see a copy of all the information we hold about you. To do this, you can write to us or email us at theoffice@chatmid.co.uk.

The work we do with clients is based on consent and, you can withdraw that consent at any time. Should you do so, we will delete the majority of the data we hold about you, retaining only the minimum information we need for our records for our internal administration, and to ensure that we can justify any advice given or steps taken in the event of a dispute.

We will never sell your information to other agencies, businesses or charities.

If you aren't happy with the way we use your data, or if you think that you have suffered harm or detriment as a result of how we have used or stored your data, you can make a complaint to the Information Commissioners Office. Their contact details are:

ICO Helpline: 0303 123 1113
Customer Contact
Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, SK9 5AF