



## 1.) Introduction:

This Privacy Notice explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe.

We want you to be fully informed about your rights, and how Beacon House Ministries uses your data; we hope the following sections will answer any questions you have but if not, please contact the Information Governance Officer.

## 2.) The legal bases we rely on:

**Consent:** When we need to share your information with some third party organisations we will obtain your signed consent.

**Vital interest:** We will share information with a third party if it is necessary to protect your vital interest. For example if you were unconscious and needed to get to hospital.

**Legal compliance:** If the law requires us to we may need to collect and process your data. For example in order for our nurse to be able to treat you effectively she needs to access your medical notes.

**Legitimate interest:** We require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our charity and which does not materially impact your rights, freedoms or interests. For example in order to match you with an appropriate housing provider we need to process your information.

## 3.) When do we collect your personal data?

- On initial registration
- When we conduct an Outcomes Star initial assessment and later review it.
- When you contact us by phone, email or face to face
- When you choose to complete any surveys
- When you fill in any forms, for example referrals
- When you have given a third party permission to share with us the information they hold about you.
- When you give us permission to share information we hold about you with a third party such as a housing provider.

#### **4.) What sort of personal data do we collect?**

- Your name, date of birth, NI number, mobile phone number
- Information that you share with us during your initial assessment and subsequent reviews
- Details of any other interactions with us
- Copies of documents that are required for referrals such as birth certificates.
- Dates of your visits to Beacon House

#### **5.) How and why do we use your personal data?**

We want to tailor our services as finely as possible to your needs. One way to achieve that is to obtain a clear picture of your recent history so that we can make referrals to the most appropriate agencies. The data privacy law allows this as part of our legitimate interest in understanding our clients and providing the highest level of service. If you wish to change how we use your data you can find details in the “What are my rights” section. Remember if you choose not to share your personal data with us, or refuse certain contact permissions we might not be able to provide some services you have asked for.

Here’s how we’ll use your personal data and why:

- To log your visits to Beacon House to ensure safety in the event of a fire and collect information on numbers attending our centre for funders.
- To respond to requests for services which are in limited supply, such as bus passes, food bank vouchers to ensure they are fairly and appropriately issued.
- To respond to queries or complaints
- With your consent we will use your personal data to keep you informed by telephone or text about the progress regarding a specific service you have requested.
- To comply with any contractual or legal obligations to share data with law enforcement agencies or a court of law.
- To process some service requests we’ll need to share your details with a third party who is providing a service such as housing. Without sharing your personal data we’d be unable to fulfil your request.

#### **6.) How we protect your personal data**

We will treat your data with the utmost care and take all appropriate steps to protect it. Access to your personal data is password protected. If transfer to a third party is needed it will be encrypted before transfer.

## **7.) How long will we keep your personal data?**

Whenever we collect or process your personal data, we'll only keep it for as long as it is necessary for the purpose for which it was collected. If we believe you are likely to return to Beacon House to use our services we will hold it for up to seven years but it will be deleted after that time.

## **8.) Who do we share your personal data with?**

- If we deem it to be in your best interest, and with your consent, we will share your data with third parties such as probation, housing providers, health providers and drug/alcohol support agencies. We will provide only the information they need to perform their specific services. We work closely with them to ensure your privacy is respected and protected at all times.
- We may be required to share your data to the police or other enforcement, regulatory or Government body upon a valid request to do so. These requests are assessed on a case by case basis and take the privacy of our clients into consideration.

## **9.) Where will your personal data be processed?**

Your data will be processed within the European Economic Area.

## **10.) What are your rights over your personal data?**

You have the right to request:

- Access to the personal data we hold about you, usually free of charge.
- Information corrected if inaccurate, out of date or incomplete
- That we stop any consent-based processing of your personal data after you withdraw that consent.
- In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation. We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data.

**Please contact the Information Governance Officer regarding any of the above requests.**