



Barons Court Project Privacy Policy

Privacy and Data Retention Policy – Service Users

Introduction

Barons Court Project is a charity based in the London Borough of Hammersmith and Fulham that works with people who are homeless and/or living with mental health issues or in need of support. We serve on average 200 individuals each year through our programmes of support. We have approximately 4,500 visits to the project by Service Users who are able to access a range of practical services and activities. These are designed to meet basic needs, provide support, increase skills, reduce social isolation and promote wellbeing.

We are also an organisation that seeks to change attitudes towards the groups of people we serve and campaign for their rights.

The small staff team rely on volunteers to join with us to deliver the programmes and meet our objectives. As an organisation that seeks to enhance learning and development we also take students and interns from time to time to work alongside us.

The Project has a wider responsibility to the local community and as such promotes its work to them.

Data Collection

In order to function and run our services we need to collect, process and retain a range of data. This is to ensure that we have data to look after your welfare, ensure yours and everyone else's safety, know who to contact in an emergency and contact you about our services. As a publicly funded service we are required to collect data and report on this. The data we ask for is obligatory, if you wish to use our service and by using our services you are giving consent for us to process and retain data on you. The sort of data we collect might be demographic such as name, date of birth, gender, ethnic origin, sexuality etc. We also collect people's addresses and contact details. We may also ask Service Users to assess their feelings, social connectivity and other personal information as required by the contracts we operate under. We are not limited to the data mentioned above but you are free to ask to see what data we hold on you, under our Subject Access Policy.

How we will use your data

You data will be used to ensure that we provide you with the best service possible. We will use it to keep in contact with you, although you can specify how and when we can contact you. We will use it to supply monitoring information to our Statutory Funders and we may also use data to report to our non-statutory funders, although this is normally anonymised and generally numbers of people accessing a service and group demographic information. We may use Case Studies and other personal data with your consent or without your consent if it has been anonymised and is not traceable to you. Images will only be used with your consent which can be verbal or in writing.

Our Privacy Commitment

At Barons Court Project we are committed to ensuring that we meet our legal obligations under the Data Protection Act 1998 and the General Data Protection Register 2018.

How we keep your data safe and who has access to it

We ensure that appropriate technical controls are in place to protect your personal details. All personal details are stored on a secure password locked database. This database is available to all staff for use in their roles and on occasions to volunteers working with us.

We will do our utmost to keep all data accurate, timely and secure and will only use data in ways relevant to carrying out the legitimate purposes and functions of Barons Court Project in a way that is not prejudicial to the interests of individuals. Barons Court Project will seek to give individuals as much choice as it is possible and reasonable over what data is held and how it is used.

Anyone processing personal data will comply with the eight enforceable principles of good practice following the procedures set in place by Barons Court Project. According to the principles of data protection outlined in the Data Protection Act 1998, data must be:

- fairly and lawfully processed
- processed for limited purposes
- adequate, relevant and not excessive
- accurate
- not kept longer than necessary
- processed in accordance with the data subject's rights
- secure
- not transferred to countries outside the European Union without adequate protection

We will NOT rent or sell your personal information to other organisations for use by them in any way, including in their own direct marketing activities. We may disclose personal information to third parties if we are legally or contractually obliged to do so. This includes exchanging information with other organisations for the purposes of monitoring. We may also pass on data without your consent to third parties for the following reasons:

- Significant Risk to Self

- Risk to anyone else
- Where a crime has or is about to be committed
- Where we are required to by law

The above may include but is not limited to issues such as Safeguarding and Abuse, Suicidal Ideation, Medical Emergencies and Criminal Offences.

How we will keep your information up to date

To make sure that we have the most up to date information about how to contact you, we may, from time to time, update your records to reflect any changes to your personal information.

This updated information may come directly from you to us at Barons Court Project or it may come from a trusted third party (e.g. a referrer, your GP, Psychiatrist etc.) where you have had a clear expectation that your details would be passed on to us for this purpose. It may also come without your knowledge from agencies such as the police.

We may also combine the information that you provide us with information we collect from trusted third parties, business partners (e.g. Housing Providers, Local Authority, Medical Professionals) or sub-contractors.

Data Retention

Barons Court Project always has your best interests at heart, and your personal information will not be retained by us for longer than is necessary in relation to the purposes for which it was originally collected, or for which it was further processed, always in line with our legal obligations, contractual obligations and compliance with our insurers.

Your rights

You can request access to any information which we hold about you under our Secure Access Policy and we will ensure this is made available to you within the relevant time frames. The exemption to this is where we have received sensitive information about an individual that we may need to keep confidential. This may be but not limited to information from the Police, Probation etc.

Updating this policy

This policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act 1998.

Barons Court Project Data Protection Officer is the Director of Barons Court Project. The Board of Trustees recognizes its overall responsibility for ensuring that Barons Court Project complies with its legal obligations.

April 2018