



St Petroc's Privacy Notice for Clients and Service Users

This privacy statement tells you what and how information we collect and use about you, and your rights.

What information do we collect?

When you use one of our services we may collect your information so that we can work out how to best help you. That information will include:

Your name and contact details, basic information about you such as your date of birth, if you are married or in a relationship, employment and bank details, your housing history and needs and any disability needs. We may also ask you about your health needs.

We will let you know before collecting the information whether you have to give it to us in order for us to provide the service or help you.

We may get personal information from other sources, such as a friend, relative or member of the public who is concerned about you, or an organisation which has your permission to share your information with others.

We may also receive information from Social Services from a local authority or other professionals such as health practitioners, or the Police.

If you visit one of our properties your visit may be recorded on CCTV. St Petroc's maintains CCTV in all our premises for the safety and security of our staff, clients, and volunteers who work there, and to support any investigation to criminal activity that may take place in or around our premises. Images are kept for a maximum of 30 days, but the retention periods vary from site to site according to what the CCTV system they use.

How we collect your information

We collect most of the data from you by telephone calls, one to one conversations, on forms you may complete or by e mail or letter.

How do we use my information?

We may process your information on the following reasons:



- with your consent
- in order to enter into or perform a contract with you (such as a tenancy for supported accommodation)
- to protect your vital interests
- for our legitimate business interests
- where necessary to perform a task in the public interest
- for compliance with our legal or social protection obligations

We may use your personal information for the following purposes:

- to provide you with St Petroc's services you have requested (including, health advisory services provided by Health for Homeless and benefit advice).
- As required by law & to further our charitable aims
- to provide you with shelter in one of our supported accommodation units or as part of our Cold Weather Provision
- to carry out risk assessments and manage risks to you and risks that you may pose to others
- to contact other professionals e.g. the housing benefits office to secure your benefits
- to contact emergency services if there is an immediate risk to life

How do you share my information?

We may need to share your information with the following parties for the following reasons:

- Other service providers: in order to provide you with the services or information you requested.
- Police, Social Services and government agencies: we are under various legal obligations to share certain data for the prevention and detection of crime, for example the sexual offenders register or to prevent benefit fraud.

We respect that as a client or service user you may be required to share information with us that is often sensitive (special category data). This includes your ethnicity, sexuality, any expressed religious beliefs, health data and self-disclosed criminal convictions. Where we need to share this information with



external agencies to help us provide support to you, we will obtain your explicit and informed consent first. The only exception to this is where we believe that someone is at risk of real and significant harm, and the sharing of appropriate information with relevant authorities will safeguard and protect them.

How do you protect my information and for how long do you hold it?

We take appropriate steps to ensure that we keep your information secure, accurate and up to date. Different types of information are held for different periods of time in accordance with our retention policy and the law.

What are my personal information rights?

To be informed: we must provide fair processing information typically through our privacy notice.

Access: you can ask for a copy of the information we hold about you.

Correction: we will use all reasonable endeavours to ensure the accuracy of your personal information. It is your responsibility to ensure that you submit true, accurate and complete information to us. You can have any inaccuracies in your information corrected.

Deletion: you can ask us to delete all your personal information in certain circumstances (for example, if the information is no longer necessary).

Objection/marketing: You can object to us processing your data in certain circumstances. You can also complain to the Information Commissioner's Office (details below).

Restriction: you can ask us to pause processing your information in certain circumstances (for example, if you are disputing its accuracy).

Portability: you can ask us to transfer your information electronically to another organisation in certain circumstances.

Withdrawal of consent: you can withdraw your consent at any time.



All of these rights are free to exercise. We will aim to respond within one month unless we need to extend the timeframe for certain reasons. You can make any of the above requests by contacting St Petroc's at the details below.

OTHER INFORMATION

Transfers of your personal information: at all times, we intend to store and process your personal information within the European Economic Area. Should this ever change, we would take steps to ensure your personal information is only transferred once adequate safeguarding is in place.

Changes to this notice: from time to time, we may revise this notice. Updated versions will be posted on our notice boards. If we make any significant changes, we will draw attention to them. This notice is up to date as at 25 May 2018.

Consent: to process your information for certain purposes we require your consent. You have the right to decline to provide or withdraw your consent at any time. You should note that we may not be able to provide you with St Petroc's services without your consent.

Contact us

If you have any questions about this notice, please contact:

Company Secretary & Data Protection Officer
Lander House, 5 Upper Lemmon Villas, Truro, Cornwall TR1 2PD

01872 260948
justin.day@stpetrocs.org.uk

If you have a complaint about the way we process your information, we will aim to address these concerns. However, if you would like to, please direct your complaint directly to the Information Commissioner's Officer.