

PRIVACY NOTICE (Clients)

Our Contact details:

Cardinal Hume Centre

Address: 3-7 Arneway Street, SW1P 2BG

Introduction

The Cardinal Hume Centre promises to respect any personal data (information) you share with us and to keep it safe. We aim to be clear with you about what we do with your data when we collect it. We also aim not to do anything with your data that you wouldn't reasonably expect us to. Here we tell you what we will and will not do with your information. This notice applies to clients of the Centre. There is a separate notice for residents.

What personal data do we collect and why?

Personal Information

If you have come to us for information, advice or support, we will ask you to complete our registration form which includes personal information including:

Name

Contact details

Date of Birth

We need the information in this form to work out whether we can help you and how best to do so.

We may also collect personal information if you provide it to us as part of our client survey or feedback processes.

The Cardinal Hume Centre is the data controller and we process this information on the basis that both we and you have a legitimate interest in us doing so. This legitimate interest is to provide you with advice and support and to keep you safe and to help us improve our services. We also use the information you provide to us for monitoring and statistical purposes, but all names are removed first.

Sensitive Information

We ask you for sensitive information, such as your ethnic origin, religion, sexual orientation and whether you have any disabilities. We collect this information to make sure we provide equality of access to the Centre's services.

Information about Criminal Offences

The Cardinal Hume Centre supports the rehabilitation of offenders, and a history of having committed offences will not normally prevent you from accessing our support. We have a duty to safeguard everyone who uses the centre. This includes children and vulnerable adults. We complete a risk assessment with all Centre users, during which we ask for information about serious offences that may present a risk to others. We record this information in our risk assessments, but do not keep a comprehensive register of convictions.

How do we keep your data safe and how long do we keep it for?

We keep your information on secure databases, in electronic folders that are only accessible to trained staff and volunteers and in paper files in locked filing cabinets. Closed paper files are kept in a secure archive facility. We keep most files for 7 years after your case is closed, except for Immigration files which are kept for 6 years. If you are under 18 when your case is closed, we will keep your file for 6 years (Immigration) or 7 years (other files) after you turn 18. This does not apply if your parent / carer has sought help on your behalf, only if you have approached us yourself.

Do we share your personal data with anyone else?

If we need to share your information with anyone else or seek information about you from someone else, we will explain why and we will ask for your permission. We will ask you to sign a specific consent form before we share any information. Housing, Immigration and Welfare Rights files are audited by external organisations. If your file might be audited, we will ask for your consent to allow staff from that organisation to see your file. You do not have to agree to this. In some circumstances we may share information without first seeking consent, for example if we believe that you or someone else is in danger or if we are legally required to do so.

What rights do you have?

You have the right to object to us processing your data.

You have the right to see the data we hold about you.

You have the right to ask us to change incorrect information.

You have the right to ask us to erase information we hold about you.

You have the right to ask us to restrict processing of the data we hold about you.

If you have given us consent to share your information with someone else or to obtain information about you from someone else, you can withdraw this consent at any time.

For more information about all of these rights, and about how we respond to requests from you about your data, please see our Data Protection Procedures. Please note that although you have the right to request that your data is erased, we may need to keep it; for example to comply with a legal obligation or for the establishment, exercise or defence of legal claims.

Children and Young people's data

If you are a child or a young person under 18, you have the same rights as adults do but as Children you merit specific protection when we collect and use your personal data. With this in mind, we will be particularly careful with your information. Please ask us if you need help to understand this notice.

How to complain

If you have any concerns about our use of your personal information you can make a complaint to us at info@cardinalhumecentre.org.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Changes to this Privacy Notice

We may change this Privacy Notice from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on the Cardinal Hume Centre website and on notices throughout the Centre.