

Hope for Southall Street Homeless

Transforming Lives, Restoring Hope

Registered Charity No 1164674 c/o St Anselm's Rectory, the Green, Southall, Middx UB2 4BE



Hope
for Southall
Street Homeless

Privacy Notice

A summary of this Privacy Notice can be found as an Annex

Why HSSH processes personal data

1. HSSH provides a service with forms of care and support for street homeless people across various settings including temporary accommodation, in a local Church and on streets in the community. These services are provided exclusively to members of the local community who are street homeless. This service requires that individuals who access the service are known to staff and volunteers and that records of their well-being are made and kept, including for concerns related to the conditions of street homelessness.

HSSH regards that data relating to health and other treatment, and in relation to immigration status falls within special category definition and treats it with the required security.

Some of this data is shared with public services which themselves address the adverse effects of street homelessness, for example, for matters of health and alcohol and drug dependency. Also, in order that HSSH can continue its work, HSSH uses anonymised data to apply for funding and otherwise to raise its profile in the community.

2. HSSH holds personal information of those within the organisation who work or who volunteer to maintain the service. This is shared within HSSH's structure to fulfil contractual obligations and to ensure the continuing operation of its facilities – for example, payment of staff, arranging volunteering rotas.
3. In addition, HSSH holds and uses personal data to identify individual donors who have provided that information: many donors remain anonymous in the course of their donation and so no personal data for them is gathered. HSSH will hold this data only with the consent of each donor. Similarly, HSSH will hold personal data of any supporter only with their consent.

HSSH will not in any case share this personal information with any third party.

HSSH sets out here its privacy notice for all individuals about whom it holds personal data according to the lawful reason for which it processes it.

Privacy notice as it affects particular groups of people within HSSH

1. HSSH' Guests personal data

- i. HSSH gathers the name and some general information of each person when he is referred to HSSH services. This includes those needing support as, a visitor to a day-time project, which takes place twice a week.

- ii. Staff will add to this information to record any actions or events relevant to guests and visitors' well-being.
- iii. This personal data is held digitally on HSSH staff laptops which is secured by password with use restricted to the staff responsible for the normal running and operation of the service. Information held in manual form in a fixed cabinet is kept locked and accessible only to the Manager and GDPR responsible person.
- iv. Guests' personal data is shared only with the partner services which provide the necessary care for the guests' health, welfare and resolution of their status. This is managed from HSSH by the Manager and the appointed post-holder for liaison with the appropriate workers for health and treatment care and for immigration advice.
- v. Guests will be given access to their personal data on request and this will be provided no longer than one month later. While no particular situation is envisaged which is considered sufficiently complex by which a delay is necessary, given that some information falls under the 'special' category, there may be a reason in a specific situation when making the data available is delayed.
- vi. HSSH recognises the guests' rights of erasure of personal data, of restricting its processing and to transfer this data in a safe and secure way.
- vii. HSSH will use guests' data in an anonymised state in accordance with the Code of Practice issued by the Information Commissioner's Office (Anonymisation: Managing data protection risk code of practice), solely for reporting the activities of HSSH in their care and support, and for funding applications.

2. HSSH Staff's personal data

- i. HSSH holds personal data of staff for the purpose of carrying out its obligations for proper employment procedures and practice.
- ii. HSSH does share such of the personal data that is due for payroll purposes with HSSH's appointed payroll service. This includes payee information shared between designated trustees to complete payments involving cheques.
- iii. Staff's personal data is held digitally following recruitment and kept in order to support appropriate management by the trustees. This may include any particular incidents if reported. The Manager's name will be included in HSSH's Annual Report
- iv. This data is held securely within HSSH system which is accessible only by password.
- v. Members of staff have the right to request access to the personal data held about them. Access will be provided no later than one month following the request. In the event of some reason which makes the request more complex, the timing of access may be delayed.
- vi. Members of staff are entitled to request the erasure, change or limitation of their personal information which falls outside the contractual terms of employment.
- vii. HSSH will use personal data in an anonymised form, as statistics, solely to report on HSSH's charitable activities.

3. Trustees and volunteers

- i. HSSH holds personal data about its trustees and volunteers as a record of their past or current involvement in HSSH's activities.
- ii. Personal data is held in order to communicate with them about their role and responsibilities, that is to notify them of regular meetings and rotas and other occasional reasons
- iii. HSSH holds personal data in a digital form securely within its system which is accessible only by password
- iv. Trustees' and volunteers' personal data will be shared only within HSSH for the operation of the charity, with the exception that trustees' personal information is contained in the Annual Return to the Charity Commission. Also, their names will appear in HSSH's Annual Report.
- v. Trustees and volunteers have the right to request access to their personal data which will be granted within a month of the request. Only in the exceptional circumstances which make granting this request more complex will access be delayed.
- v. Trustees and volunteers have the right to request that their personal data is erased or changed and to request limitations on its being processed.
- vi. Trustees' and volunteers' data will be anonymised when used for reports of HSSH's charitable activities.

4 Donors

- i. HSSH holds and processes donors' personal data in order to process their donations
- ii. Donor privacy is important to HSSH and we will continue to hold this information only with your clear consent. With your consent, HSSH wishes to be able to communicate with you about its activities.
- iii. HSSH will hold this personal data only for as long as is required for this purpose.
- iv. HSSH does not share personal data with any third party. If for any reason a situation arose in which HSSH was to consider sharing personal data with a third party, it would request each person's consent beforehand.
- v. HSSH undertakes to review your granting of consent on a regular basis and will remove it from our records on request at any time. Your request to change or remove your personal data will be carried out within one month of receiving the request.

5. Supporters

- i. HSSH holds and processes supporters' personal data solely to be able to communicate with them on matters related to HSSH and its work for street homeless people.
- ii. Supporters' privacy is important to HSSH and we will continue to hold this information only with your clear consent. With your consent HSSH wishes to be able to communicate with you about its activities.
- iii. HSSH will hold this personal data only for as long as required for this purpose

iv. HSSH does not share personal data with any third party. If for any reason a situation arose in which HSSH was to consider sharing personal data with a third party, it would request each person's consent beforehand.

v. HSSH undertakes to review your granting of consent on a regular basis and will remove it from our records on request at any time. A request to change or remove personal data will be carried out within one month of receiving the request.

General HSSH does not use automated decision-making systems or data profiling to analyse information with the exceptions noted above at 1.vi; 2.vii; 3.vi.

Nothing in this notice limits your rights under the General Data Protection Regulations, for which see <https://ico.org.uk>.

From time to time HSSH may make changes to this notice to keep it up to date and relevant.

This notice was last updated in February 2022

Annex Summary form of Privacy Notice *(for use in promotional material)*

Hope for Southall Street Homeless' (HSSH) Privacy Notice reflects its commitment to comply with the UK GDPR and Data Protection Act 2018

Summary form of HSSH's Privacy Notice

- HSSH holds and processes personal data of its beneficiaries and certain groups of people – Trustees, Staff, Volunteers, Donors - who support its services for street homeless people;
- HSSH processes personal data only for reasons specific to each of those groups of people according to their involvement with HSSH;
- HSSH continues to review the security of the data that it holds and to improve that security;
- HSSH recognises and makes clear the right of each individual to request the details that HSSH holds about her or him, and to require the erasure of those details;
- HSSH will not share personal data with any third party with the exception of those organisations with whom it is working to provide its care and support services.

Please see HSSH's full Privacy Notice with the details on the HSSH website:
