

Care and Repair - Home Adaptions Privacy Notice

1 Introduction

Bishop Creighton House(BCH) is committed to respecting and protecting your privacy. We believe in making things easy for people we interact with. We know there's nothing more off-putting than the sight of a lot of small print, so we've made our Privacy Policy clear, simple and easy to read.

This Privacy Notice describes how we process personal data when we are working with vulnerable older people and disabled people in the local community to adapt their homes to make a better living environment.

Our privacy notice is structured by providing you with information about how we manage data relevant to all our interactions with you - for example your data protection rights, who to contact, who we share your data with. We then have answers to the common questions that people ask about how we protect data for this interaction.

2 What's changed?

There have been no material changes to the policy since it was last updated. We have changed the way it is presented.

3 Our promise to you

BCH is committed to protecting your privacy. We will always keep your personal information safe and will never sell it to third parties. We will be clear and open with you about why we collect your personal information and how we use it.

4 Who is in control of your information?

We never lose sight of the fact that it is your personal information and you own it and can choose who has access to it and how it is processed.

BCH are registered as the 'Data Controllers' with the Information Commissioner's Office (ICO).

Details are published on a register on the ICO website where you can also find lots of useful information about Data Protection, what it means to you as an individual and how it applies to companies like BCH.

The law within the European Economic Area gives those whose personal data is held by BCH specific rights to control the personal data held about them. These include the right to:

- right of access - to obtain from BCH, confirmation that personal data is held, as well as a written description of such personal data, the purpose(s) for which it is being used, the source(s) of the personal data and details of any recipients
- request corrections of personal data which is inaccurate
- request deletion of data where there is no need for BCH to keep it
- request BCH stops processing associated your personal data
- request we provide you the personal data you have provided us in an electronic format e.g CSV file
- object to any unsolicited information sent by BCH regarding promotions or new products and services
- ask for human intervention in automated decision making, note, however BCH has no automated decision making processes .
- right of withdraw consent to processing personal data at any time

If any individual wishes to contact BCH regarding the personal data held about them or has any other question about BCH data privacy procedures, they should direct an email to Rory Gillert - RGillert@creightonhouse.org send a letter to Rory Gillert at 378 Lillie Road, London SW6 7PH.

If any individual wishes to complain about how BCH is handling data or responding to requests they should contact the Information Commissioners Office - <https://ico.org.uk/concerns/handling/>

5 What we do with your data?

5.1 How does BCH obtain personal data?

We normally get your personal data passed to us from an agency. The agency has recommended that you need to have adaptations made to your home but need help getting the project completed. We help you complete the project finding you companies who will do good quality work, provide feasibility assessments, help with design, and checking and follow-up. We can help you apply for a disabled facilities grant from the local authority.

5.2 What types of personal data does BCH collect and use?

Data that has been passed to us includes

- contact information

We need this information in order to be able to contact you.

If you wish us to help you apply for grants then you need to share with us the necessary information which is likely to include

- information about your financial status
- information about disabilities

You do not have to share this information with us. Where you do not we will not be able to help you apply for grants.

5.3 How does BCH use the personal data it holds?

Data is used to contact you about your project to adapt your home and help you apply for grants.

5.4 What processing of personal data is done?

We will create a case file for your project on our computer systems. This file will contain all information relevant to your building project and grants that we have applied for.

Data is used to contact you

- at the start of the project to make sure that we understand your requirements
- during the project to make sure that it is running smoothly
- at the end of the project to get your feedback on how the project has gone

We will contact contractors to get estimates for the work you require to be done.

We do this processing on the basis of contract.

Where we share your contact details with contractors we get your consent to do this.

Data is used to apply for grants. As this data may include information about disabilities we need your consent to process this information and share it with the funding bodies.

5.5 Who does BCH share personal data with?

Your contact information will be shared with contractors to provide estimates for the work and then complete the work. Where we help with grant applications the data will be shared with the funding organisation.

5.6 How long does BCH keep the personal data it holds?

Data will generally be kept for 7 years.

5.8 How does BCH protect the personal data it holds?

BCH uses a small number of approved contractors to carry out adaptations required at home. We have contracts with these companies to carry out the work on our behalf. The companies can only process your data in the ways that we tell them they can.

6 Children's data

Where BCH provide links to websites of other organisations or refer to other services this privacy notice does not cover how those organisations processes personal information.

We would encourage you to read the privacy notices for the other organisations and websites you visit.

7 Links and other services

BCH regards the confidentiality and security of personal data we hold very seriously. BCH has implemented appropriate internal security procedures that restrict access to and disclosure of personal data within BCH. These procedures will be reviewed from time to time to determine whether they are being complied with and are effective. Where data is shared by third parties they are bound by contract to do the same.

BCH has implemented security measures e.g. it has achieved the Cyber Essentials Certification.

8 How is data protected?

9 Policy updates

As part of BCH's commitment to compliance with data privacy requirements, and to reflect changes in BCH's operating procedures, BCH may update the terms of this policy from time to time.

10 Contact details

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Last Updated

Jul-18