

# Client Referrals 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 you where you have been referred by another organisations or agencies.

The agency completes an referral form and submits it to BCH. The relevant team will review the referral and make a decision if BCH can take you on as a client.

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](mailto: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?

Data is collected from the agency making the referral.

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

The information we received from the referral agency will depend on the service that is being required. Information may include:

- Basic contact information •examples name, address, phone numbers, email address
- requirements, situation and interests •may include why services required, support structure in home, interests, family members, hobbies, summary relevant medical information
- emergency contact information •may include names, phone numbers, relationship
- Description of the issues raised by referral organisation which impact taking individual on as a client, or restrictions/considerations BCH needs to make when assigning volunteers

We need this information to be able to understand we are able to take you on as a client. You don't have to provide this information but if you don't it may impact our ability to take you on as a client.

## 5.3 How does BCH use the personal data it holds?

We use the data to determine if we are able to accept you as a client. This will depend on a number of factors including

- our sponsors criteria for providing funds to help individuals
- if we have available resources to meet the request

## 5.4 What processing of personal data is done?

Your completed referral form is reviewed and uploaded to our computer systems.

We are likely to contact you to find any further necessary information and discuss our services.

We will make a decision if we can take you on as a client.

The basis that we process this information is contract. Where we hold data about you we need your consent to hold this information.

## 5.5 Who does BCH share personal data with?

We will not disclose your data to any other organisation.

Where we are not able to take you on as a client we may be able to suggest other organisations who can help. In this case we will ask your permission to forward relevant information to them.

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

Generally for unsuccessful applications information will be kept for up to 2 years and for successful applications we will generally keep client data for up to 7 years after you have stopped being a client.

## 5.7 Does BCH transfer personal data overseas?

## 5.8 How does BCH protect the personal data it holds?

## 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