

Privacy Notice

This Privacy Notice sets out how we use and look after the personal information we collect from clients, volunteers and other contacts/stakeholders. We are the data controller, responsible for the processing of any personal data you give us. We take reasonable care to keep your information secure and to prevent any unauthorised access to or use of it.

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1. What personal data we hold

Personal data means any information about an individual from which that individual can be identified.

Clients

Data collected and entered into Lamplight database.

Role, date of contact, name, surname, date of birth, gender, sexual orientation, marital status, religion, country of origin, nationality, ethnicity, first language, other language, English language level, postal address, telephone, mobile, email, referred by, historical address details, emergency contact details, welfare benefit received, current immigration status, previous immigration status, National Insurance number, AS reference number, Home Office reference number, child benefit number, solicitor name and contact details, registered with GP, pregnant, GP surgery name and contact details, disability, disability affect on work/day to day living, support from a carer, living arrangement, household status, permission to work, work interests, current employment status, job title, current period of unemployment, past work experience, qualifications, IT skills, how heard about us, ex offender status, mental health/health condition, adjustment needed to overcome barriers, authorisation letter signed, client care letter signed, benefit declaration signed, permission to seek emergency medical advice, permission to use wipes on child, child photography permission.

Consent to accessing relevant information from other organisations or agencies while they are assisting you with your immigration, housing, benefits, health, education or

employment queries, which will only be shared in an anonymised format once you have finished using our services.

Consent to referring you to other organisations or agencies and sharing relevant personal information about you to aid the referral.

Consent to sharing anonymised, collated information with those organisations funding RAK's services and as part of any evaluation of RAK's services.

Consent to sharing lamplight records and personal data for the purpose of assessment/auditing by the third-parties including AQS/OISC Assessor.

Confirmation that all the information given to RAK is a true reflection of situation and needs.

Consent for RAK to access and share personal information directly or in an anonymised format as described above while they are giving assistance

Consent to receive information on job opportunities, volunteering, trips and other news

Partner details (first name, last name, date of contact, marital status, gender, date of birth, , mobile number, immigration status, relationships, ethnicity, country of origin).

Children (First name, last name, date of contact,, relationships to other clients/partners, immigration status, date of birth, gender, schooling,, ethnicity, country of origin

Records of discussions and actions taken during appointments kept on Lamplight and in paper files. Including key dates.

Records of referrals in, internal and out

Registers of attendance at lessons and homework club kept on class registers.

Additional work and education history kept on Lamplight and in paper records for clients being supported with IAG into employment, education or training.

Photographs taken with verbal consent are stored on the RAK password protected Sharepoint.

Volunteers including trustees

Information requested on application form:

Name, address, telephone number, mobile, email, date of birth, emergency contact details, how did you hear about RAK, 2 x referees name and email details, relevant experience, what you are doing now, why you would like to volunteer for RAK,

previous voluntary experience and relevant skills, what volunteer roles are of interest, availability to volunteer (days/time of day), additional support needs/medical conditions

Consent to hold above information on Lamplight and consent for newsletter mailing list.

Source of referral, date application received, date of interview and induction, start date and finish date of volunteering DBS certificate number and date of issue (if relevant). References

Photographs taken with verbal consent are stored on the RAK password protected S drive.

Contacts/Organisations

Name, address, email and telephone of suppliers, funders, other voluntary organisations and supporters who are not actively volunteering.

2. Why we need your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data and what our legitimate interests are where appropriate.

<u>Audience</u>	<u>Data collected</u>	<u>Legitimate interest</u>
Client	<input type="checkbox"/> Contact details (main client, partner, child)	To facilitate client advice and advocacy work Communicating with client or Benefits Agency/Home Office concerning their case Additional permission obtained for general news communications such as job opportunities, social events
	<input type="checkbox"/> Profile data (age, religion, country of origin)	<input type="checkbox"/> Evaluation of community need and use of service and reports to funders
	<input type="checkbox"/> Work records on Lamplight	<input type="checkbox"/> To facilitate client advice and advocacy work
	<input type="checkbox"/> Class attendance registers	<input type="checkbox"/> To record demand for services
Volunteer	<input type="checkbox"/> Contact details	<ul style="list-style-type: none"> • Communicating with volunteer about their volunteering • Additional permission to be obtained for general news communications such as events, fundraising activities

	<input type="checkbox"/> Date of birth	<input type="checkbox"/> Evaluation of age of volunteers we are recruiting
	<input type="checkbox"/> Volunteer specific information	<input type="checkbox"/> To facilitate volunteering placement
Other Stakeholders	<input type="checkbox"/> Contact details	<ul style="list-style-type: none"> To facilitate partnership working, supplier relationships Additional permission to be obtained for general news communications such as events, fundraising activities

3. Who we share your personal data with

In the course of our advice and advocacy work we may need to share personal data with other organisations such as the Home Office or Benefits office.

We may share your personal information to third parties to comply with a legal obligation.

4. Protection of your personal data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost or accessed in an unauthorised way, altered or disclosed.

5. How we store your personal data

RAK holds information in a printed and digital form. RAK is committed to a policy of protecting the rights and freedoms of individuals with respect to the processing of their personal data and its procedures are detailed in the Data Protection Policy, a copy of which is available on request.

RAK will keep your file open for 6 years after our last contact with you; after that the file will be destroyed, unless we can demonstrate a need to continue holding the data. IAG into employment, education and training files funded by London Councils and Big Lottery will be destroyed 10 years after the end of the project.

6. How we keep your data up to date

If your personal details change please request a personal information update form from your adviser, the operations manager or from the learning centre manager.

7. Your rights regarding your personal data

As a data subject you may have the right at any time to request access to, rectification or erasure of your personal data, to restrict or object to certain kinds of processing of your personal data, to the portability of your personal data and to complain to the Information Commissioner's Office about the processing of your personal data.

If you choose not to share your personal information with RAK we may not be able to register you for our service or use your services as a volunteer.

If you have any questions about this Privacy Notice please contact the director on director@refugeeactionkingston.org.uk or 020 8547 0115

8. Relationship with other documentation

This Privacy Notice has been formulated within the context of the RAK Data Protection Policy, Confidentiality Policy, Keeping Information Secure Guidance, Client Registration Form, Client Care Letter, Authorisation Form, Benefits disclaimer form, BBO Raise application form, Steps into Work application form and Volunteer application form.

9. Review history

V1 May 2018

V2 February 2021

Next review February 2023