



Privacy Notice

This Privacy Notice sets out how we use and look after the personal information we collect from you. 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 via registration form, then entered into Lamplight database.

Name, surname, date of birth, gender, marital status, religion, country of origin, nationality, ethnicity, first language, other language, English language level, postal address, telephone, mobile, email, emergency contact details, immigration details, National Insurance number, AS reference number, Home Office reference number, emergency contact number, registered with GP, disability, health condition limiting day to day activities, support from a carer, living arrangement.

Partner details (first name, last name, gender, date of birth, national insurance number, mobile number, immigration status).

Children (Name, relationship, date of birth, gender, schooling),
Authorisation letter explained, RAK client care letter issued, benefit declaration, email permission.)

Services recommended: Improve English, join learning centre activities, counselling and mental health support, employment and education support, timebank, homework club, computer skills, driving test.





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

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

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 S drive.

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, address, email and telephone contact details, previous relevant experience, what you are doing now, why you would like to volunteer for RAK, previous voluntary experience.

Interests (English teaching, IT teaching, food prep or serving, childcare, general help (setting up, shopping), office admin, interpreting/translation, collecting/sorting clothes, sport, crafts, music.

Other skills, experience that we could utilise, particular project of interest, any health or other issues we should be aware of, availability to volunteer (days/time of day).

Access to vehicle.

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

Date of interview and induction, start date and finish date of volunteering DBS certificate number and date of issue (if relevant).

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

Contacts

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	<ul style="list-style-type: none"> Contact details (main client, partner, child) 	<ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> Profile data (age, religion, country of origin) 	<ul style="list-style-type: none"> Evaluation of community need and use of service and reports to funders
	<ul style="list-style-type: none"> Work records on Lamplight 	<ul style="list-style-type: none"> To facilitate client advice and advocacy work
	<ul style="list-style-type: none"> Class attendance registers 	<ul style="list-style-type: none"> To record demand for services
Volunteer	<ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> Date of birth 	<ul style="list-style-type: none"> Evaluation of age of volunteers we are recruiting
	<ul style="list-style-type: none"> Volunteer specific information 	<ul style="list-style-type: none"> To facilitate volunteering placement
Other Stakeholders	<ul style="list-style-type: none"> 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 office 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 0203 011 3015.





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