

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.

Data which may be collected:

Clients (including their partners and children)

- date of initial contact and referral history
- contact details, language skills, education, employment, benefits received
- information used for equal opportunities monitoring e.g. gender, age, sexual orientation, religion or belief and ethnic origin
- immigration status
- medical or health information including whether or not you have a disability
- criminal record
- consent to photography or to receive or access relevant information from other organisations or agencies or sharing information about you as part of a referral, report or assessment of Refugee Action Kingston (RAK) services
- records of attendance at RAK services and other events organised by RAK

Volunteers

- Contact details
- Availability, experience, skills, additional support needs
- References
- Dates of volunteering history with RAK
- Disclosure Barring Service (DBS) checks
- Consent for photography and to hold above information on Lamplight and for newsletter mailings Photographs taken with verbal consent are stored on the RAK password protected Sharepoint drive.

Contacts/Organisations

Contact details of suppliers, funders, other voluntary organisations and supporters who are not actively volunteering and consent to mailings.

CCTV

It is brought to your attention that we also collect CCTV footage of visitors to our offices in Kingston for security and monitoring purposes, which is deleted on a rolling 30 day basis. RAK may view and monitor CCTV footage for work-related purposes.

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 etc.)	Evaluation of community need and use of service and reports to funders
	<input type="checkbox"/> Work records on RAK database.	To facilitate client advice and advocacy work

	<input type="checkbox"/> Attendance registers	To record demand for services
Volunteer	<input type="checkbox"/> Contact details	Communicating with volunteer about their volunteering Additional permission to be obtained for general news communications such as events, fundraising activities
	<input type="checkbox"/> Profile data	Evaluation of profile of volunteers we are recruiting
	<input type="checkbox"/> Volunteer specific information	To facilitate volunteering placement
Other Stakeholders	<input type="checkbox"/> Contact details	To facilitate partnership working, supplier relationships Additional permission to be obtained for general news communications such as events, fundraising activities
All	CCTV footage	For the protection of our staff, especially if lone working.

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. Information Advice and Guidance (IAG) into employment, education and

training files funded by London Councils and Bright Futures 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. <https://ico.org.uk/make-a-complaint/>

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

V3 December 2022

Next review December 2025