

Privacy Notice for Service Users

This privacy notice tells you what to expect when Southwark Diocesan Welcare (Welcare) collects personal information about you or members of your family as a service user.

Welcare is committed to protecting the personal information which you provide to Welcare in order to access our services. When you provide this information we are legally obliged to use your information in line with all applicable laws concerning the protection of personal data, including the General Data Protection Regulation (GDPR) which came into force on 25 May 2018.

What information will we collect about you?

- Name
- Home Address
- Email Address
- Telephone Number
- Date of birth (if under 18)
- Other information which you or your referrer provided when you/your referrer completed our referral form
- Equality monitoring information if this information was provided on your referral form
- Emergency Contact/Next of Kin contact details

Why we collect this information?

Welcare will only collect and retain this information in order to provide the support and service for which you were referred to us.

What is the legal basis for collecting the information?

The lawful basis under the GDPR for collecting this information is:

- **Article 6(1)(a)** – *Consent of the data subject*

Example: You provided your personal data willingly for the purposes of accessing the support and services offered by Welcare. If you are aged under 13, we will not process your data without the consent of your parent or the person who holds parental responsibility for you.

- **Article 6(1)(c)** – *Processing is necessary for compliance with a legal obligation.*

Example: We may be required to provide your information to other service providers, for example, local authority children's services departments.

- **Article 6(1)(f)** – *Necessary for the purposes of legitimate interests pursued by the controller except where such interests are overridden by the interests, rights or freedoms of the data subject.*

Example: We will collate monitoring information in order to assess our services and to adapt them to the needs of our service users

- **Article 9(2)(a)** – Explicit consent of the data subject

Example: We will request explicit consent if we process personal data relating to your racial or ethnic origin, political opinion, religious or philosophical belief, or information relating to your health, genetic or biometric data, sex life or sexual orientation. If you are aged under 13, we will not process your data without the consent of your parent or the person who holds parental responsibility for you.

Who will process my information?

Your information will be handled and processed by the following:

- Welcare staff who provide you with advice and support while you are engaging with our services
- Lamplight CMS – we record and store information about you our secure Cloud-based client management system
- Outcomes Star – this is integrated with the Lamplight CMS and produces aggregated and anonymised information which is required by those who fund our work to monitor that we are making a real difference to the lives of those who use our services.

We will keep your information within Welcare except where disclosure is required by law, for example to government bodies and law enforcement agencies.

Your information is processed only in the UK and is not moved or transferred overseas.

Welcare does not use automated decision making or profiling as part of its service provision.

How long will you keep my information?

Welcare will retain information for 7 years after your engagement with Welcare ceases. All records will be destroyed after 7 years in line with Welcare's Archiving and Document Retention Policy.

How will you store my information?

Welcare uses Lamplight CMS for client records which is a secure Cloud based system. If your experience of using Welcare services was some years ago, your case records may be held in a paper file in a secure locked cabinet or in an off-site archiving facility. Client paper-based records are also destroyed after 7 years.

What rights do I have over my personal data?

Under the General Data Protection Regulation, you have the right to:

- Access your personal data by making a subject access request
- Correction, erasure (deletion) or restriction of your information where this is justified
- Object to the processing of your information where this is justified
- Data Portability – only applicable if the processing is carried out by automated means

To exercise your rights please write to:

The Designated Complaints Officer
Welcare
19 Frederick Crescent
London
SW9 6XN

How do I make a complaint?

If you are dissatisfied with how we have collected, stored and processed your personal information, or with how we have responded to any of your rights you can contact:

The Information Commissioner's Office
Telephone: 0303 123 1113

Changes to this privacy notice

We will keep this privacy notice under regular review in line with our policy to review all policies and procedures at least once every three years.