

Cantercare Data Promise and Privacy Policy

Under the Data Protection Act 1998 and the General Data Protection Regulation, we are required to explain to you why we ask for information, how we intend to use the information provided and whether we will share this with anyone else.

This is the general privacy policy for Cantercare and, and for the services we provide from our premises 169 Wincheap, Canterbury CT1 3SE and through our website www.cantercare.org

At Cantercare we collect different types of information about our Service Users and other agencies that we work with for four main reasons:

- 1) To provide personalised services unique to individual Service Users;
- 2) To help us to monitor and improve the services we offer;
- 3) To liaise with agencies in offering this service
- 4) To fulfil contracted requirements from external sources

To make it easier for you to read this policy, here is a list of the sections included:

- 1) About us**
- 2) Registering an interest in Cantercare**
- 3) Other data we require**
- 4) What we will do with data and information**
- 5) Who we share data with**
- 6) The security of data**
- 7) Legal information and how to contact us**

1) About Us

We are Cantercare, a Charitable Company, Registration No. 2750885. We are situated in Wincheap, Canterbury. Cantercare is a six bedded house for homeless, pregnant young women and women with their babies. Residents can come anytime during their pregnancy and stay until their baby reaches 18 months of age.

The protection of privacy and personal information is important to us. We make sure that not only do we have appropriate security measures in place, but that any other organisation or contractor we work with to provide a service, also meets the same standards as us.

We shall collect and use personal information only if we have permission or we have sensible reasons for doing so, to process a Service User's involvement with Cantercare.

We shall be clear in our communications as to what information we will collect and how we will use it.

We shall use personal information only for the purpose for which it was originally collected, and we will make sure we delete it securely.

2) Registering an Interest in Cantercare

What information do we collect and how do we use it?

At application stage, we will use information provided to us in order to assess suitability for Cantercare residency.

The information that is used at application stage is the information provided to us:

- On an application form
- On other information forms if needed
- During initial meetings with us
- In written and electronic communications

Should an enquirer become a Service User, we will use this personal information to provide with personalised services in relation to:

- Care and support
- Risk management
- Management of the Service User's time as a resident at Cantercare

The information that is used as a Service User is in the information provided during the application stage and information provided during on-going support by:

- Face to face meetings and interactions
- Telephone calls which will be documented
- Electronic and written communications,
- Signage – for example information posters in the house
- Electronically in text messages sent from staff mobile phones, used exclusively for Cantercare communications with Service Users. These messages are kept to a minimum and do not contain full names of Service Users

What information are we collecting?

During an application for our services, we will collect the following information:

- name, date of birth and personal contact details;
- National Insurance number;
- language preferences and communication needs;
- ethnicity and identified gender
- religious beliefs;
- anyone acting on behalf of the Service User
- income and financial health;
- any cautions or convictions, including those that have expired;
- housing history, including any arrears or debts owed;
- relevant details of family, including relationship status and any other older children;
- the status and all related details of pregnancy or baby and other agencies involved;
- details in relation to general health;
- relevant details of personal life and any care or support requirements current or needed;

3) Other data we require

We will use the information provided by successful applicants to deliver our services. We will also collect the following information to offer support and to provide appropriate care, support and action planning services:

- the contact details of next of kin, relatives and other names contacts;
- images of the Service User to assist us to co-ordinate and personalise care and support;
- details in relation to care and/or support requirements, including progress against anticipated personalised outcomes;
- details in relation to the Service User's well-being, physical and mental health;
- details of contact and interactions with us in person, by telephone and in electronic and written communications;
- Information provided by third parties that is relevant to the care and support, risk management or residential support;
- Financial records about payments relating to housing and services received from Cantercare, any outstanding amounts and associated recovery action;
- Information about any repairs and maintenance requirements during the Service User's stay with us.

We have CCTV in operation outside and in our hallway to assist us in keeping Cantercare as secure as possible for our residents.

4) What we will do with your data and information

Your data and information will be stored and used by us in accordance with this Data Promise and, also in accordance with your rights under the General Data Protection Regulation.

At application stage, the information provided to us will be used for the following purposes:

- it will be collected and used by us fairly and openly, for the purpose, of assessing the suitability of our services and understanding all care and support requirements;
- it will be used to ensure that our services are fair and accessible to all.

The information provided to us by Service Users will be used for the following purposes:

- collected and used by us fairly and openly to offer support in managing your time with us and to provide you with care and/or support services;
- used to understand your personal situation and individual requirements so we can provide a tailored service that meets any cultural, financial, learning, mental or physical needs that you may have. It will also be used to improve the services you receive from us.

5) Who we share data with

Cantercare operates alongside a number of outside agencies and third parties, including Kent County Council, Supporting People and Social Services and we will share your information with them where necessary in order to best provide the services to you in accordance with the contact between us. We will keep personal information about you confidential within the immediate staff team that works with you, except in the following circumstances:

- Cantercare requires information for housing management or Supporting People contract purposes. For example, details of housing benefit or how much support is being received or is required;
- we are required to divulge information by a court order;
- the information is required by the police to protect someone from injury;
- we suspect a serious crime has been committed;
- it has been assessed that there is a risk of harm to a Service User or others;
- an advocate who has been asked to represent a Service User, requests information;
- Circumstances require that Service User information is shared with the Trustees of Cantercare, such as a disciplinary matter.

Any other organisations who access personal information, in the process of providing services on our behalf will be governed by strict contractual restrictions to make sure that they protect personal information and keep to data protection and privacy laws which apply.

6) The Security of Data

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. Our computer is regularly maintained to a high standard and secure programmes are installed and serviced appropriately with back-up to a secure server.

The information provided to us will be uploaded, stored securely on our systems and/or placed in locked filing cabinets within a locked office. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

Our external post box is locked at all times and only accessible by a member of staff. Post is logged and locked away in a secure filing cabinet until the Service User takes it from us and signs that she has done so.

Service User files are available to the Service User for short periods of time, to then be returned to the locked filing cabinet. They must not be taken off the premises under any circumstances. Information that is not available to Service Users is as follows:

- information that has been provided by a third party and we do not have that person's authority to disclose such information;
- information that could identify someone who has complained;
- information that could endanger somebody
- it has been assessed that there is a risk of harm to you or others by providing information

Only Cantercare members of staff will have access to the information provided to us and on occasions, the Trustees, if for example a disciplinary situation occurs.

Information is held securely for us during the period of our relationship and for a set period afterwards in line with legal requirements, best practice and any follow up that may be necessary.

At application stage, if an application is not taken up, we will hold relevant information for six months after the last contact with us.

Following a successful application, we will hold the information collected at the application stage and as a Service User, during the period at Cantercare and for set periods of time afterwards according to requirements in accordance with regulation according to the type of information.

We will delete all unnecessary information from files with immediate effect.

We will never sell personal data and we will not share personal information with others for marketing purposes. We will only share data with third parties to provide our support to Service Users.

We will only collect or store any personal information about children in the context of their stay at Cantercare.

We have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

7) Legal Information and how to contact us

In accordance with the data protection laws, we need a 'legal basis' for collecting and using personal information. There are a variety of different legal bases for processing personal data which are set out in the data protection laws.

If you would like access to or a copy of the personal information we hold about you, to request a correction or have any questions about how we may use it or to make a complaint, please contact the Data Manager Mrs Cyra Stedman at Cantercare, 169 Wincheap, Canterbury CT1 3SE, or by Email: Cyra.stedman@cantercare.org. Requests will be dealt with by the Data Manager and will be responded to within a reasonable period, not longer than 30 days.

You have the right to complain to the Information Commissioner's Office (the 'ICO') if you are not satisfied with the way we use or process information.

Information Commissioner's Office
<https://www.ico.org.uk/concerns/>
Telephone: +44 303 123 1113

This Data Promise and Privacy Notice will be displayed on the wall in the Cantercare house, placed on our website and available in written format on request.

If we make changes to our Data Promise, we will update this document accordingly.

4 July 2018