

Thurrock Centre for Independent Living - Privacy Notice

Introduction

We hold Personal Data about our clients for a variety of purposes in the day-to-day running of the Charity. This Privacy Notice highlights how we gather, hold, process and protect personal data and sensitive data and how we ensure that our clients understand the rules governing their use of their data to which they have access whilst being a client and receiving support.

What personal information do we hold, and why do we need it?

Advice, Information, Guidance & Advocacy

As a Charity and a Company limited by guarantee Thurrock Centre for Independent Living processes and holds the following personal data of our clients for the purposes of providing Advice, Information, Guidance and Advocacy on a range of disability issues.

- Name and Postal Address
- Contact Details, either phone or email
- Date of Birth
- Ethnicity
- Impairment / Disability
- Support Received

Payroll Service

Thurrock Centre for Independent Living also processes and holds individual personal data as part of its delivery of a payroll service to specific not-for-profit organisations. The information relates to identifiable employees of specific local not-for-profit organisations.

How do we collect the data?

Advice, Information, Guidance & Advocacy

The required information is obtained via a client Record Log/information sheet. By requesting support and providing the required information, and signing the relevant part of the Information Sharing Agreement & Consent Form, individuals are asked to positively opt-in:

- To agree to their data being processed in accordance with the Data Protection Policy and this Privacy Notice
- So that their Referral can be considered, accepted or rejected; and
- To be contacted by the Office Manager/Staff members in connection to the support/information/advice/guidance/advocacy that they require.

Payroll Service

The required information (personal data) relating to the delivery of the payroll service to the employees of local not-for-profit organisations is obtained via new starter forms and explicit consent

How is the data used (processed)?

Advice, Information, Guidance & Advocacy

The Record Log containing the data is kept electronically and is secured by passwords.

We store the data in order to contact individuals who have agreed to receive communication by post or email or telephone in order to:

- Advocate for and progress an individual's case in relation to their application for a specific welfare benefit/entitlement or other relevant support from the Local Authority or Central Government Body/Department.

Payroll Service

The data is kept electronically using Payroll software and is secured by passwords. We store the data in order to provide a payroll service for local not-for-profit organisations.

Information sharing

Advice, Information, Guidance & Advocacy

The information collected is shared with Thurrock Advocacy Service in order to comply with Funding Agreements with the Local Authority. The information collected is anonymised before it is shared with the Local Authority, and is provided for Equality & Diversity Statistical Purposes only.

Payroll Service

Individuals are asked to positively “opt-in” by providing consent in order for their data to be shared with Thurrock Centre for Independent Living for the sole purpose of providing a payroll service for local not-for-profit organisations.

Data Controllers and Data Processors

Thurrock Centre for Independent Living is the “Data Controller” – responsible for your personal data. We have only one individual with the responsibilities for processing your personal data (the “Data Processors”) in relation to Thurrock Centre for Independent Living, for the purposes of the smooth day-to-day running of the Charity, these being: Office Manager – Kelly Bacon: kellybacon@tcil.org.uk and Finance and Payroll Senior Officer – Penny Ellmore pennyellmore@tcil.org.uk.

Retention Period

Thurrock Centre for Independent Living will hold the required data relating to current and former clients for as long as is required by law and will, for accuracy, review all information held every 2 years.

Subject Access Requests

Under the General Data Protection Regulation (GDPR), individuals are entitled, subject to certain exceptions, to request access to information held about them. Individuals who would like to correct or request information that we hold about them should contact the Office Manager – (Kelly Bacon – kellybacon@tcil.org.uk). There are also restrictions on the information to which individuals are entitled under applicable law. Initial copies of records of personal data will be provided free of charge. Additional copies will be subject to a reasonable administrative fee.

Review

We will keep this Privacy Notice under review. We will update it as necessary to reflect any changes in the collection and use of Personal and Sensitive Data. We will take account of any complaints about information handling.