# Data Privacy

# What is personal data?

**Personal data** means any information that can be used to identify someone, either on its own or with any other details available.

New Roots is the **data controller** for information we hold about you. This means that we decide how and why that information is used, within the rules contained in the UK General Data Protection Regulation (**UK** **GDPR**).

We take privacy very seriously, and we will only use your data to meet our contractual needs around your accommodation and support and, where necessary and not in violation of your rights, our other legitimate interests as a supported housing provider.

# How do we collect your personal data?

Most of the personal data that we process will come directly from you, but we do collect information from other places:

* Your A1 Assessment. This may include:
  + Your contact details, legal status, some financial information, support needs/risks, education and employment history, date of birth, personal characteristics and health details.
  + Details about your children, their date of birth and any support they may receive.
* Our staff and volunteers, who record observations about your needs or those of your children (if appropriate). They may also collect photographs so we know what you look like, and write a brief description for use in an emergency.

# How do we use your personal data?

New Roots meets the rules of the GDPR by:

* Keeping your data up-to-date.
* Storing and destroying it safely.
* Not keeping information longer than we need to.
* Keeping data safe from loss, misuse, unauthorised access and disclosure.

## Our contract with you

We use your personal information to provide your supported accommodation, by:

* Completing your A1 Assessment for the Family Service.
* Communicating with you.
* Assessing your support needs and those of any children. This includes sensitive information about your health, which we need to process to provide social care services.
* Working with you to safely meet your needs.
* Identifying you to staff and volunteers who may work with you (and the emergency services, if necessary). This information is sensitive, which we need to process to provide social care services.
* Managing your licence or tenancy agreement.
* Processing any payments you may make to us.
* Supporting you with moving on when you are ready to leave New Roots.

If you choose not to provide this information, which is required for supported accommodation, we may not be able to effectively meet your needs.

## Our other interests

We also process personal information for other legitimate reasons, such as:

* Monitoring staff, volunteers and service users for funders and equality purposes. This information is sensitive, which we need to process to provide social care services.
  + You can opt-out of providing this information with no effect on the services available to you.
* Recording CCTV footage to ensure your safety.
  + If you choose not to provide this, which is automatically recorded in some New Roots’ buildings, we may not be able to provide appropriate accommodation for you.

**Protecting those we work with**

We may also make audio recordings in dangerous situations to protect you or others.

## Publicity images and consent

We may ask permission to use named images or video of you and your children in New Roots’ publicity materials. If you agree, you can ask us to stop using these images at any time, in which case they will not be used again but may still appear where they have already been used.

# Who might we share your information with?

## Our contract with you

Your personal data is confidential and, as part of our contract with you, will only be shared with:

* Bassetlaw District Council, who process rent and council tax for your New Roots property.
* Roger Spencer Accountants, who help us with our financial records.
* CitizenCard, who will supply you with a UK ID card if you need one.
* Textanywhere, who we use to text staff, volunteers and young people.
* Centrepoint, who manage the Lifewise independent living skills programme.
* Children’s Social Care at Nottinghamshire County Council, who supply our funding and monitor our work with you.
* Bassetlaw District Council, Together Housing and/or Metropolitan Housing (or other housing providers), who support you into New Roots’ properties and into suitable accommodation when ready to move on.
* Other support providers, who may help us meet your needs.

## Our other interests

We also share your information for other legitimate reasons, such as with contractors responsible for repairs, who may need to contact you and know a little about you to maintain your home.

**Protecting those we work with**

We may also share information with SoloProtect, who manage our lone-working devices.

# How long do we keep your information?

We keep your personal data on your behalf for 6 months after completing your A1 Assessment. If you are successfully referred to New Roots, we will then keep your information for 2 years, in preparation for you moving in.

We will keep your information for 25 years from the date of your last day at New Roots. This is so we can:

* Maintain effective, appropriate insurance;
* Respond to any Housing Benefit reclaims or recharges.
* Provide a reference for other housing providers at your request.
* Offer more effective support, should you return to New Roots.

SoloProtect will maintain audio records for up to 3 years after the end of their contract with New Roots, in line with their own legal requirements.

We have to keep financial details for 6 years from the date of your last day, to allow us to manage our finances. If you are in arrears, this 6-year period will not start until the outstanding payment is received or otherwise resolved.

Finally, CCTV video is automatically deleted after 1 week, unless we need to keep it to deal with an ongoing issue.

# What rights do I have?

* The right to request a copy of the personal data that we hold about you.
* The right to request that we correct any inaccurate personal data.
* The right to request the erasure of your data when we no longer need it.
* The right to withdraw given consent at any time (where applicable).
* The right to request a copy of your personal data and, where possible, have it sent to another data controller (where applicable).
* The right to request a restriction on the use of your data, where there is a dispute about its accuracy.
* The right to object to the processing of your data (where applicable).
* The right to lodge a complaint with the Information Commissioner’s Office (ICO).

# Further processing

If we wish to use your personal data for a new purpose, New Roots will give you an explanation before commencing. Where and whenever necessary, we will also seek your consent.

# Contact details

* New Roots, 2-4 Overend Road, Worksop, Nottinghamshire, S80 1QF

(01909 501732)

[info@newrootshousing.org.uk](mailto:info@newrootshousing.org.uk)

* Privacy Officer: Matthew Pickering

01909 501732 / 07890 191998

[matthewpickering@newrootshousing.org.uk](mailto:matthewpickering@newrootshousing.org.uk)

* The Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

0303 123 1113

<https://ico.org.uk/global/contact-us/email/>