

## **Privacy Notice for people who use a CrossReach service.**

This document has been produced to explain your rights around your personal information and to tell you how we will keep it safe and secure. To allow us to provide the right service to you it is important that we gather, process and store personal information on you. Personal information includes any information that identifies you personally, such as your name, address, photograph or telephone number.

CrossReach is the data controller for the information you provide when accessing and using our services, unless we state otherwise.

### **What will we do with the information you provide us?**

All of the information you provide us will only be used for the purpose of providing a service to you, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide us with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us whether the information is in electronic or paper format.

### **What information do we ask for and why?**

The type of information and level of personal information we gather, process and store depends on the nature of the service you use. For all people who use a CrossReach service we record basic information such as your contact details, what service you use and the dates you have used the service. For other people we will hold special category personal information such as health or conviction information.

We only collect personal information that we need to fulfil our stated purposes and will not retain it for any longer than is necessary.

### **Sharing Information**

In some cases we will be required to share information with third parties such as Local Authorities, Social Work. We will only share personal information where we have contracts in place and are contractually required to share information with them. We will also share information with Medical Practitioners when it is necessary in order to provide a service to you. This will be done where there is a legitimate interest for this information to be shared.

### **How long do we keep this information?**

We will only keep your personal information for as long as is necessary to provide you with a service and to meet our legal and business obligations. When we no longer need to retain your information it will be securely destroyed. We have documents called Retention Schedules which detail how long information will be held. You can request to see these by speaking to your Service Manager.

**If you are 16 and under**

If you're aged 16 or under, we will get your parent/guardian's permission before you provide any personal information to us.

**Your rights**

Under the EU General Data Protection Regulation, you have rights in relation to the information we hold about you. This includes the right to see the information we hold on you, to say no if you don't want us to process some of your personal information, to change information which is wrong and to remove and/or to restrict processing of your personal information. It should be noted that there may be legal or other reasons why we need to retain or continue processing your information. This would be fully discussed if relevant.

**Complaints or Queries**

CrossReach strives to meet the highest standards when collecting and using personal information. We encourage you to bring it to our attention if you think that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of the collection, processing and storage of personal information which CrossReach may undertake. However, we are happy to provide any additional information. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed or are processing your personal information, you should contact us directly on the details below.

**Access to personal information**

CrossReach tries to be as open as it can be in terms of giving you access to the personal information held on you. You can find out if we hold any personal information by making a 'subject access request'. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to CrossReach for any personal information we may hold we ask that you fill out our Subject Access Request form or write to us at the address provided below.

If we do hold information about you which is not correct, you should make us aware and steps will be taken to amend your personal information.

**How to contact us**

If you have any queries or complaints about our processes or how we handle your information, or if you want to access your information then please contact us at

[records@crossreach.org.uk](mailto:records@crossreach.org.uk) or contact your Service Manager directly. Or you can write to us at: Charis House, 47 Milton Road East, Edinburgh, EH15 2SR.

If you want to raise a complaint outwith CrossReach, you have the right to complain to the Information Commissioner's Office about anything relating to the processing of your personal information by CrossReach. You can contact the ICO via its website at [www.ico.org.uk](http://www.ico.org.uk) or at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.