



## 60.1 PRIVACY STATEMENT

Your privacy is important to Open Homes Nottingham ('Open Homes'). This privacy statement provides information about the personal information that Open Homes collects and the ways in which Open Homes uses that personal information.

### Personal Information Collection

Open Homes may collect and use the following kinds of personal information:

- Personal data including names, addresses, date of birth, telephone numbers (including mobiles) and email addresses for the purpose of keeping you up to date with all information available to Open Homes. This information will also be retained when employing staff (remunerated or not).
- You are not required to register with our website to access the information contained within it.
- No transactions are carried out over our website.
- Open Homes may have historically collected information via the ChaNGe Debt Advice project purely for the benefit of the individuals it served. This information is not shared with third parties. ChaNGe Debt Advice has now ceased to operate but the information collected will be retained in line with current legislation (currently six years).

### Using personal information

Open Homes may hold and use your personal information in the following circumstances:

- Where there is a contract in place.
- Where there is a legal obligation for us to hold and use your information: for example, Open Homes has a legal obligation to provide to HMRC details of all individuals who may donate to Open Homes using the Gift Aid Scheme.
- Where there is a 'vital interest' issue: for example, our records may contain information of any serious medical condition that you advise us of, purely for your own safety - for example where a member of staff has diabetes.
- We may, but only with your express consent, include Personal Information on the Open Homes website [www.openhomes.org.uk](http://www.openhomes.org.uk) regarding you and your role within Open Homes (publish information about you on the website). This may include photographs or video content.

To be able to store, use and share your data, all individuals are required to give their express consent to Open Homes. This includes your wish to receive continuing communication from Open Homes by electronic methods (including email, text message, WhatsApp message) or by any other personalised communication. This consent will be recorded.



Where Open Homes discloses your personal information to its agents or sub-contractors for any purposes, the agent or sub-contractor in question will be obligated to use that personal information in accordance with the terms of this privacy statement.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, Open Homes may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights.

**You can opt out of receiving communications from us at any time – just contact us at [admin@openhomes.org.uk](mailto:admin@openhomes.org.uk) or in writing to Open Homes Nottingham, Unity House, 35 Church Street, Nottingham NG7 2FF, or call us on 0333 3232 265.**

### **Securing your data**

Open Homes will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Open Homes will store all the personal information you provide electronically on its secure servers. All paper documents containing personal information will be kept securely in a locked cabinet, cupboard or drawer.

All data held by Open Homes will be stored on password-protected computers and may be stored within Excel spreadsheets, Word documents, Access databases and on Google drive and/or Dropbox or similar service.

Only information that you agree to be published on our website will ever be published on our website.

As websites can be viewed internationally, where you agree to have personal information published on our website, you have thereby agreed to cross-border transfers of that personal information.

### **Updating this statement**

Open Homes may update this privacy policy by posting a new version on the Open Homes website.

You should check occasionally to ensure you are familiar with any changes.

### **Other websites**

The Open Homes website contains links to other websites.



Open Homes is not responsible for the privacy policies or practices of any third party.

If you have any questions about this privacy policy or Open Homes' treatment of your personal information, please contact Open Homes in writing by email to [admin@openhomes.org.uk](mailto:admin@openhomes.org.uk) or by post to Open Homes Nottingham, Unity House, 35 Church Street, Nottingham NG7 2FF.

### Other Important Information

- A) This Privacy Statement has been written in the light of changes that come into effect on 25<sup>th</sup> May 2018 regarding data protection laws (known as GDPR – General Data Protection Regulation). These changes mean that the individual has more say about how personal details are stored and for what purpose they are retained. Data Protection legislation uses several terms:
- i. *Data Subject* – Person about whom Open Homes holds information
  - ii. *Data Controller* – Open Homes
  - iii. *Data Processor* – Any organisation that processes data on behalf of the controller
- B) All individuals aged 13+ can give individual consent for their information to be stored and used by Open Homes. For those under this age consent must be given by a parent/guardian or legal representative.
- C) Under the new legislation individuals have the following rights (which are explained in full detail at [www.ico.org.uk](http://www.ico.org.uk)):
- i. The right to be informed
  - ii. The right of access
  - iii. The right to rectification
  - iv. The right to erasure
  - v. The right to restrict processing
  - vi. The right to data portability
  - vii. The right to object
  - viii. Rights in relation to automated decision making and profiling.
- D) Open Homes will from time to time undertake an audit of the data that is held and if appropriate:
- i. Obtain fresh consent in writing from all appropriate individuals
  - ii. If verbal consent has been given we will record who gave it, who took it and the date it was taken; we will also approach the individual to confirm this in writing.