

## Further Privacy Information for Clients of Julian House

To provide support services to you we will need to collect, share, and store personal information relating to you and your involvement with us.

### What information do we hold about you?

The information we hold about you will depend on the service you are receiving. The information held would normally include the following:

- Basic personal information: full name, date of birth
- Contact details: postal address, email address, telephone number
- Reference numbers: National Insurance number, Housing Benefit and Universal credit
- Diversity information: ethnicity, gender, religion, disability, and sexual orientation
- Physical and mental health & medical information
- Substance misuse history
- Support needs & history of external agencies who are or have been supporting you
- Next of kin/emergency contact details
- History of criminal convictions and offences
- CCTV images (from our accommodation and offices)
- Photographs, videos and audio recordings (only with your consent)

### Where does the information come from?

You may provide the information to us. We may also obtain details from other relevant organisations because of a referral to our service or because they continue to provide you with supervision, care, or support (e.g. social services).

### What information do we record?

When you write or speak to staff you may give information to them to help us to provide you with the service, or to respond to a request you may have. We record these interactions on your file to help us deliver support to you. Examples of the records we hold are shown below:

- Your support plan which we will discuss and agree with you
- Notes of the actions we have taken to provide you with support
- Your risk assessment about your situation
- Letters of your entitlement to housing benefit

### Where do we store your information?

We store your data electronically wherever possible on cloud-based servers, either in a client database system or in an electronic filing system. Any data obtained in paper format is scanned onto our electronic database and the paper copy is destroyed. If this is not possible the hard copy will be held securely.

## How do we use your information?

We use your data for the following purposes:

- To provide our service to you including support, housing management and property maintenance (if applicable)
- For security purposes to keep you, our staff, and contractors safe
- To produce statistics to improve our services or if requested to do so by government agencies

## What lawful basis do we use to process your data?

In most cases, we use the legitimate basis of processing as we cannot provide the service to you without your data.

We may need to share your data with another organisation. In this case we will ask for your consent before doing so.

We may have a contract with you, for example if you have a licence agreement to stay in our accommodation. In this case we process your data to fulfil our contractual obligation with you.

There may be an instance when we process your data to protect your life or someone else's. We will only use this basis of processing in an emergency.

## Who can view your data?

Your information will be shared within the organisation with the fewest number of people as possible. This would normally include members of staff working in the service you are accessing, and certain members of the Health and Safety team and Finance team.

## When do we disclose your information to a third party?

We may need to disclose your information to a third party if this is necessary to provide you with support, for example:

- Police, health, and emergency services
- Housing Benefit department
- Social services

We will discuss this with you as we go along and will only act if you have given consent or if we are acting under another basis of processing.

We will share your information on a strictly "need to know" basis.

If we are using the basis of consent, your consent will be reviewed regularly. You have the right to withdraw your consent. If you wish to withdraw your consent, please contact your support worker.

## Your Rights

Please see our main Privacy Statement for further information and your rights regarding your data. This can be found on the Julian House website.