



Privacy Policy

Last updated: August 2026

CHAP respects your personal information and undertakes to comply with the General Data Protection Regulation 2018 and Data Protection Act 2018, which changes how personal sensitive data is handled.

In exceptional circumstances, where there is a high risk of harm to an individual, information may be shared with third parties. We have strict safeguarding procedures in place for when this may occur.

Client information that is held by CHAP

In order to assist individuals with housing/welfare rights/debt issues, personal data that must be collected and recorded may include all or some of the following, depending on what service is required:

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|--|--------------------------------------|
| - Name, address, postcode, and telephone number | - Date of birth |
| - E-mail address | - Place of birth |
| - National Insurance number | - Described Gender |
| - Marital status | - Any military connections |
| - Household composition | - Housing situation |
| - Name and date of birth of others residing in property | - Welfare benefits situation |
| - Details of partner, if applicable | - Any caring responsibilities |
| - How referred to service and how heard about service | - Income details |
| - Expenditure details, if relevant | - Any other agencies involved |
| - Current employment status/details | - If savings are held |
| - Prison background, if relevant | - If high interest credit is used |
| - Disability and health issues | - Ethnicity |
| - If a bank account or post office account is held | - Any social services involvement |
| - Details of debt/creditors, if relevant to situation | - If home contents insurance is held |
| - Previous tenancies held | - Next of Kin (DIGS only) |
| - Circumstances which require support and background to the issue at hand | |
| - Details of previous issues which may impact on situation (eviction, debt etc...) | |

Your personal information will be collected from you or from third parties that you have given CHAP permission to contact in regard to your situation.

What your information will be used for

CHAP's lawful basis for processing your information is 'Legitimate Interests,' which are detailed below.

The data will be used to provide you with advice and support and will also be used for the following purposes:

- To allow funders to monitor the success and performance of services offered.
- To contact you for feedback regarding the quality of services provided to you.
- To monitor compliance with equal opportunities legislation.

Who your information may be shared with?

- Your information may be shared with other organisations only following your consent to make a referral to them. If it is thought that a referral to another organisation may assist with your situation, this will be discussed with you and explicit consent received from you verbally in order to progress with the referral.

- Funders of CHAP services including North Ayrshire Council and Scottish Legal Aid Board for quality assurance/audit purposes

How your information is transferred

Information will normally be exchanged electronically between CHAP and the relevant organisation, in a secure format.

How your information is stored

- Your information is stored in a locked filing cabinet and only those authorised to see this information in the course of their duties will have access to this cabinet. You are allocated a unique client file number which is used to protect your identity.
- Your information is also stored on a Client Management System which only those authorised to see this information in the course of their duties have access to and as a further security measure, the database is password protected.

How long your information is stored for.

We store your information for 5 years in order to:

- Provide information to funders, where requested.
- Be able to assist you if you return to CHAP for assistance in the future.

What your rights are in terms of your personal information

- You have the right to access your personal data by making a '*subject access request*' at any time to check the data we hold and what we do with it. You also have further rights which are clearly laid out in data protection law. Further information, if required, can be found in our '*[Data Subject Rights Procedure](#)*'.
- You have the right to complain to the Information Commissioners Office if you think there is a problem with the way we are handling your personal data. Their website address is www.ico.org.uk and the phone number is 0303 123 1113.

Contact Us

Tel: 030 0002 0002

Email: privacy@chap.org.uk