



PRIVACY POLICY

This is the Privacy Notice for DIAL Great Yarmouth, UK Registered Charity Number 299909.

Our registered address is: - Kingside 26/27 King Street Great Yarmouth NR30 2NZ

We are registered with the Information Commissioners Office (ICO) reference number 29482249

Purpose of this Notice

This Notice sets out the obligations of DIAL Great Yarmouth under General Data Protection Regulations (GDPR) and how we will collect, process and use your information.

We are committed to protecting your privacy and being clear about how we use the personal information that we hold. We understand that you are entitled to know that your personal data will not be used for any unintentional purpose.

You have rights and DIAL has obligations regarding processing and control of your personal data.

You can find out more about your rights here www.knowyourprivacyrights.org/

DIAL's Privacy Policy complies with UK Law, including that required by the EU General Data Protection Regulations (GDPR). This Policy comes into force from 25 May 2018.

How do we collect personal information?

We will collect personal information about you:

- **When you give it to us directly**
For example, personal information that you submit through our website or any personal data that you share with us when communicating with us via phone, email or post.
- **When we obtain it indirectly.**
Your personal data may be shared with us by third parties including our partners, funders and organisations that contract us to provide services.
- **When you visit our website.**



What type of information do we collect

We will collect personal information about you, store and process the following kinds of personal information: -

- Full name, address, telephone number and email address
- Marital status, date of birth, employment details, housing and health details
- Data including gender, disability, race, ethnicity and sexual orientations

Lawful Processing

We are required by law to have one or more lawful grounds to collect and use the personal information that we have outlined above. We consider the grounds listed below to be relevant: -

- The Legal Obligation -
Where the processing of the personal information is necessary for us to comply with a legal obligation to which we are subject, for example, where we have to share your personal information with regulatory organisations that govern our work.
- Legitimate Interests –
The law allows us to use your personal information on the condition that to do so is reasonably necessary for our legitimate interest and that the use of your personal information is fair, balanced and does not unduly impact on your rights. We may rely on this ground to share your personal information when we believe that a safeguarding issue has arisen and that it is more practical or appropriate than asking for your consent. For instance, we rely on the legitimate interest ground if you advise us that you present a risk to yourself or others.

Special Categories Data –

Certain categories of information are sensitive and therefore require more protection. These categories of data include information about your health, ethnicity and sexual orientation. We will process these special categories of data for reports to funders by anonymising the information if there is a valid reason for doing so.

How we use your personal information –

Once you have provided us with your personal information we will ensure that your personal information is used only for the purposes specified in this privacy policy.



DIAL may use your personal information –

- To liaise with DWP and Job Centre Plus
- To liaise with other statutory and voluntary organisations including Health Services
- To liaise with Banks and other creditors necessary to provide Money & Debt advice
- To answer questions/requests and communicate in general
- To satisfy our legal obligations which are binding to us for example the Financial Conduct Authority
- To analyse and improve our work and services including our website for our internal records
- To anonymise personal information to allow reports to be provided to our funders
- For the prevention of fraud or misuse of our service

Do we Share your Personal information –

DIAL will not sell, rent or lease your personal information to others. We may, however, disclose your personal information to third parties for the purposes as outlined above.

Securing your Personal Data –

DIAL will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information and will store the personal information you provide on our secure cloud server.

Data will only be retained using specific methods: -

- Hard copy – within locked cabinets
- Electronic copy – within personal folders in designated cloud based server

Personal data will not be retained using the following methods: -

- Encrypted memory sticks
- Desktop on portable PC's

DIAL undertakes the following procedures to ensure good working practice when processing data: -

- When unattended PC's will be locked using a password
- All passwords to be changed every 30 days
- Clean desk policy when working in open plan environment



- All cabinets containing hard copies of data are locked with keys kept in secure locked environment

These procedures will be audited on a quarterly basis to ensure compliance. DIAL will notify the Data Controller without delay after being made aware of a data breach.

How long do we keep your Personal Information: -

We will generally remove your personal information from our records 12 months after the closure of your file. For example, once we have completed working with you.

Should DIAL not have seen you in a 12-month period regardless of if your file has been closed all personal information will be deleted from our files. This is unless we are required to hold for a longer period for legal or regulatory purposes.

We will remove your personal information from our records before this date if we become aware that your personal information is no longer required about its original purposes. For example, where details have been taken for an appointment but not attended. In these situations, information will be removed after 3 months.

We will also remove your personal information if we are no longer lawfully entitled to process it or you exercise your rights to have the information erased.

Your Rights and Preferences

DIAL may contact you by post, telephone. Email or social media. Please note that you also have the right to lodge a complaint with the Information Commissioners Office (ICO) at <https://ico.org.uk/>

Updating this Privacy Policy: -

DIAL may update this privacy policy. If we do update this policy in a way that significantly changes how we use your personal information we will make reasonable efforts to bring these changes to your attention.

How to contact us:-

Our Data Protection head is Jo Howes, Manager of DIAL Great Yarmouth who is responsible for monitoring compliance in relation to personal data.

You can contact her about this Privacy Policy: -

- Email : johowes@dial-greatyarmouth.org.uk
- Phone : 07864 095468
- Address : 26/27 King Street, Great Yarmouth NR30 2NZ