



## **Privacy Policy**

Home4U is a registered charity (Reg charity number -England and Wales -1163936). In order to provide services, it is necessary for us to collect, store, process and share personal information for our staff, residents and volunteers. We are committed to making sure we protect your information and only use it for the purposes it was intended for.

### **What we collect**

Most of the personal information that we collect and process is information that you've given us about yourself either because you have applied for accommodation with Home4U or because you have applied to work or volunteer with us.

We collect things like your name, address, telephone numbers, date of birth, national insurance number, and bank account details and information on criminal convictions and your employment history. We also collect & process special categories of personal data such as your gender, sexuality, marital status, ethnic origin, religion, and health information. We only ask for this information when we need to either to protect you or others or, because we are required to do so or there is a lawful basis for us to collect it.

### **What we do with the information we gather**

We require this information to provide and plan services, for recruitment and selection of staff and volunteers, and to protect you and others. Sometimes we need to tell the organisations that give us funding how we use their money and the impact of our services.

Sometimes we need to ask for your consent to process your information. We will tell you if we need your consent and we will respect your right to withdraw your consent at any time.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

### **Sharing Information**

Sometimes we will share your information with other agencies so we can help you with the issues you are experiencing, for example the Welsh Refugee Council, or the landlord that owns the property.

At times we may need your permission to share information such as your legal team or to carry out a disclosure and barring service check for volunteers and staff. You will be asked to sign a consent form for this.

### **Keeping your Personal Data**

We will hold your personal information on our systems for as long as is necessary for the relevant activity. This may vary depending on the data, for example we will keep basic information to monitor and evaluate our services for many years, whereas personal information about individual residents or former staff and volunteers will be destroyed after leaving Home4U. The time we need to keep certain information may be extended in line with legislative requirements or because we have been asked to by our funders and partners.

### **Keeping your information up to date**

It's important to us to be able to keep your information up to date and as accurate as possible. This is part of our obligation to comply with data protection law. Please tell us of any changes we need to make to the data we hold for you.

### **Withdrawing your Consent**

You have a right to ask us to stop processing your personal data if it's not essential for the purpose you provided it for (e.g., phoning you after you have left your accommodation with Home4U or stopped volunteering with us).

### **Asking for a Copy of your Data**

You have a right to ask for a copy of the information we hold about you. We will comply with GDPR legislation to give you the information as soon as possible and within the timescales set out in the Data Protection Regulations. We can only give you information about you and not about any other person.