

PRIVACY NOTICE - CLIENTS

LEATHERHEAD START will be what's known as the 'Controller' of the personal data you provide to us. We only collect the personal data that we need, this includes

- Age
- Date of birth
- Mobile no.
- Email address
- GP details
- Next Of Kin contact details
- Previous address
- Income
- Special category information, which is sensitive personal data
- Photograph

Why we need your data

We need your personal data in order to provide you with housing and support services which are set out in the licence agreement you sign when you book in to stay here. We will not collect any personal data from you that we do not need in order to provide this service to you.

What we do with your data

All the personal data we collect is processed by our staff on a secure IT system and on paper which is stored securely. No-one else has access to your personal data unless the law allows.

We use the personal data you give us to help you apply for benefits, to get any medical help or support services and to help you find suitable housing when you leave. We do not share your personal information with anyone without your consent, unless it is for a legitimate business reason, as required by law or other legal processes including keeping you or anyone else safe.

How long we keep your data

We keep your data as long as you stay with us. When you leave you will be asked if you would like us to keep your data in case you need us to share any of it with any agency which helps you in the future, e.g. if you apply to join a housing register and need to show your housing history.

What are your rights

The lawful basis on which we process your personal data is your consent which you will be asked to show by signing a Consent Form.

If at any point you believe the information we process on you is incorrect you can request to see this information and have it corrected or deleted. If you wish to withdraw your consent you can do this at any time by asking a member of staff who will show you how to do this or contacting us on 01372 377790 or at manager@leatherheadstart.org. You will not be penalised for withholding or withdrawing your consent although it may prevent us from representing you to another agency. If you wish to raise a complaint about how we have handled your personal data, you can do this by asking us to have the matter investigated by using our complaints policy.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office <https://ico.org.uk>

