



# PRIVACY STATEMENT

No Wrong Door is a network of organisations working together to help and support individuals with multiple needs. It is delivered by BVSC (Birmingham Voluntary Services Council), as part of Birmingham Changing Futures Together. The programme is partly funded by the National Lottery Community Fund.

**This privacy statement tells you how your personal information is managed once you give consent to be referred to and receive support from services within No Wrong Door**

## **How we get the information and what information we collect?**

Once you have consented to share your information, we will collect your sensitive and non-sensitive data from the No Wrong Door Referral Form and from the support you receive from the services you have requested.

## **The type of information we may collect**

This includes name, date of birth, phone number, address, national insurance number, next of kin, ethnicity, disability, physical/mental health, income status, sexual orientation, offending behavior, medical conditions, any safeguarding concerns/vulnerabilities.

## **Why do we collect this information?**

The personal information we process is provided to us directly by you for the following reasons:

- To understand and assess your support needs.
- To provide appropriate support for you.
- To avoid you having to repeat your information to multiple services.
- We will also use your anonymised data to understand the different types of services people need and what impact they have.

This means you will only need to **'tell your story once'** and helps the organisations that work with you to provide **'better and more joined up support.'**

## **How do we use your data?**

You are provided with the option to decide what services you need on the No Wrong Door referral form. We use the information that you have given us in order to provide you with support. The support can cover areas such as:

- Homelessness, supported accommodation, floating support
- Mental health
- Substance misuse
- Offending
- Education, training and employability skills
- Domestic Violence
- Specialist services such as asylum and immigration advice.

## **What is the lawful basis for collecting the data?**

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is consent. You can withdraw your consent to remove access for specific organisations, or withdraw all your information at any time by emailing us at [icatsupport@bvsc.org](mailto:icatsupport@bvsc.org).

## **How we store your information?**

Your personal information is stored on a secure and protected system that only registered staff have access to.

## **How long do we keep your data for?**

We will always comply with legislation and commissioner guidance in relation to the length of time we store information. We will remove your personal data from the system 7 years from your last engagement with the services within No Wrong Door. After 7 years we will archive and anonymise personal data for evaluation and research purposes only.

## **Your rights**

Under Data Protection Law you have the right to access your personal data held by us. You have the right to correct or request information that we hold about you or all of your personal information. If you wish to make a request please email us at [icatsupport@bvsc.org](mailto:icatsupport@bvsc.org) or write to us at BVSC, Birmingham Changing Futures Together, 135 Digbeth, Birmingham, B5 6DR.

We may require some proof of identity from you before releasing information.

## **Changes to our privacy statement**

We keep the No Wrong Door privacy statement under regular review and we will place any updates on [www.changingfuturesbham.co.uk](http://www.changingfuturesbham.co.uk) This privacy statement was last updated on 27 October 2019.

## **How to complain**

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF