**Privacy Notice for Service Users of The Bond Board.**

This notice tells you more about the information we collect about you, what we do with it and what your rights are about your personal information.

**What kinds of personal information does The Bond Board collect?**

**Information you provide to The Bond Board**

We collect information that you provide to us when you are applying for a Bond or using other Bond Board services, for example, Welfare Rights Advice, Support, Quid’s In groups and when you are donating or requesting help with household items. This information may include your name, address, DOB, phone number, email address or National Insurance number. It also includes the details that you provide about anyone else in your household, including children you are legally responsible for. Sometimes, we also ask you to provide more detailed information such as where you have lived before, details about your money and benefits, where you work, and details of any other organisations that are helping you. We might also ask you to tell us about any health problems or addiction issues you have and criminal offences you have been charged with/committed.

As a result of the Coronavirus Pandemic, if you are aged over 16, you may be asked to provide your name, address, email address and/or phone number when accessing Bond Board services, both at our offices and in other community spaces.

**Equal Opportunities information**

We may ask you to provide information about your age, sex, religion, ethnicity, disability status, sexuality and whether you are a care leaver so that we can monitor whether we are helping everyone in the community and work out if we need to change what we do to make the service better for you. **We do not need this information to offer you a service and there is no obligation to provide it.** We will make sure we tell you when we collect this information that we need your consent to provide it and that you can choose to say no. When we use this information, we do not include your name or any personal details, this information is for statistical purposes only.

**Information others provide about you to The Bond Board**

The Bond Board works in partnership with other organisations that are there to help you. This includes organisations like the Council, Social Housing organisations, Supported Housing Services, hostels, drug and alcohol services, Probation, mental health services and others.

Organisations that know you may provide information about you and your household to The Bond Board. This could be because they are asking us to help you with a bond guarantee or support services or because we have contacted them to ask for more information about your circumstances.

When we receive information about you from other organisations, we will notify you about this within 14 days, unless we have proof, such as your signature on the referral form, which confirms you have given your consent for your information to be shared.

**Why do we need your personal information?**

We need your personal data so that we can decide whether we can help you by offering you a Bond Guarantee Contract or support services. Once we are working with you, we may need further information about you so that we can offer you the most appropriate help and support that you need.

**How do we use your personal information?**

As well as using your personal data to offer you services like a Bond Guarantee and support, we will also use your contact details to send you details of other services and events that may be of interest to you. This includes;

Sending you Bond Board newsletters from time to time with information about issues that might affect you and services that can help you.

Inviting you to take part in events or take part in consultation about the services The Bond Board offers.

Where we contact you about other services or events that may be of interest to you electronically, e.g. by email or text, we will only do this with your prior consent. We will also always give you the opportunity to opt-out of receiving this kind of information in the future.

**Do you use my personal data for anything else?**

We use your personal data for reporting and statistical purposes. For example, so we can find out how many people have used the Bond Board services or how many people we have housed with a Bond Guarantee. This information does not include any way of identifying you. It helps the Bond Board to show what difference we have made and can help us to get more funding to help more people.

Occasionally, some of the organisations that fund The Bond Board ask to see examples of the work the Bond Board has done to check that we have provided you with a good quality service. We will only share your personal details in this instance if you have given us your consent in advance.

**What legal basis does The Bond Board have collect and process my personal data?**

**Contract**

If you apply for a Bond Guarantee you are applying to enter into a contract with The Bond Board and your landlord by signing the Bond Agreement. The Bond Board will process your personal data in connection with your Bond Guarantee on the basis that this is necessary for you to enter into the contract with The Bond Board and your landlord.

**Legitimate Interest**

The Bond Board is here to provide you with housing and support services. You do not have to apply to us for help. However, if you chose to do so, it is important that we collect information about your circumstances, so we can make sure that the help we give you is right for you and safe for everyone. We only use your personal data to offer you the services that you have requested.

**Consent**

We will ask for your consent if we want to use your data for other reasons, for example Equal Opportunities monitoring or to send you marketing information. We will keep a record of the consent you give, including when and how we received your consent and a record of exactly what you were told at the time.

**Sensitive Data**

Sensitive data includes information we collect from you about your health, race, ethnic origin, religion, sexual orientation and any criminal charges or offences you have. This information is also kept strictly confidential.

**Information about your health** is necessary so that we can make sure the services we offer are right for you and safe for everyone.

**Information about your race, ethnic origin, religion and sexual orientation** is not necessary for The Bond Board to offer you a service. However, we would be grateful if you could provide this information on the basis that it is kept confidential and it is anonymised, so it is not linked to your name or other personal details. We use this information it to check we are being fair to everyone and not discriminating against groups of people. We also use it to help The Bond Board to get more funding so that we can offer more services.

**Information about criminal charges/offences** is collected and processed to ensure that The Bond Board acts within the law by protecting people, including Adults at Risk and Children.

**Other reasons why we might process and share your personal data.**

**By Law**

We may also process and share your personal data if we need to do this by law. This could include, if we have to share your data with the police as part of a criminal investigation or with Adult Care/Social Services because of a Child Protection issue or concerns about a vulnerable adult/adult at risk.

The Bond Board could also decide to share your personal data with other organisations in a life or death situation if it was decided that this was necessary to protect you or someone else.

**Keeping your data accurate and up to date**

The Bond Board will try to make sure that your personal data is accurate and up-to-date. We will change your personal information, as soon as possible, when we discover it is wrong or out of date. You can help to make sure your data is accurate by telling us as soon as possible if your circumstances have changed.

**Sharing your data outside of the European Union**

The Bond Board does not share any of your data outside of the European Union. If this were to change in the future, we would make sure that your data was only processed in countries that can keep your information safe. We would also tell you of the change by updating this privacy notice. We would also tell you of the change by updating this privacy notice.

**How long does The Bond Board keep your personal data for?**

**Bond Guarantees**

We will permanently delete all data relating to the application for a Bond after **1 year** when this application does not result in a Bond contract being signed.

We will permanently delete all data relating to a signed Bond contract **6 years** after the bond contract has ended.

**1-1 Support Services**

We will permanently delete all data relating to your application and/or take up of 1-1 support services **2 years** after the data was received or the 1-1 support service has ended.

**Donations of furniture/essential household items.**

We will permanently delete all personal data relating to the donation or receipt of household goods and furniture **2 years** after the data was received.

**Exceptions:** If you are receiving more than one service from The Bond Board,we will keep your personaldata in line with the data retention periods for the service you are receiving. This means that some data that is no longer needed will be destroyed, whilst other information is kept because it is still needed. We may also keep your data for longer if there is a legal reason for us to do this.

**What are your rights about the personal data The Bond Board has about you?**

**The right of Access**

You have the right to look at and request a copy of all the data we hold about you. You can do this by contacting The Chief Officer of The Bond Board (details below). We will usually provide this information to you free of charge and always within one month of you requesting it.

**The right to rectify**

You have the right to ask us to change your personal data if it is wrong or if there is something missing. We will do this within one month of your asking us to.

**The right of erasure**

You have the right to ask us to delete your data. We will let you know if this is possible and if not, we will explain why in writing and inform you of your rights to appeal or complain.

**The right to restrict processing.**

Even if you don’t want us to delete your data completely, you can still ask us to stop processing it. Examples of why you might want to do this include, you believe the information we have about you is incorrect, so you don’t want us to use it in any way until it has been put right.

**The right of portability.**

You have a right to request a copy of all the personal data we have about you in a common, machine readable format and to have this free of charge. We will provide this information within one month of you requesting it.

**The right to object.**

You have the right to object to The Bond Board processing your personal data if we do so to;

* Send you direct marketing, such as information through the post, by text or email, without your consent.
* Process your personal data for statistical purposes without your consent.
* Process your personal data because we believe we have a good reason (legitimate interest) for doing so or because we think we need to process it for a legal reason.
* Please note that you do not have the right to object if The Bond Board is processing your personal data on the basis that we are doing so because you have signed a contract with us, such as a Bond agreement.
* If you object, we will stop processing your data in these circumstances as soon as you ask us to, unless there is a good reason why we can’t do this. If this happens, we will explain our reasons to you in writing within 14 days and we will explain your rights to appeal and complain.

**The right to withdraw consent.**

If The Bond Board is using your information because you have given us your consent, you can withdraw your consent at any time by contacting us. We will follow your instructions for what you would like us to do next, for example, by deleting your data or by stopping processing it.

**The right not to be profiled.**

The Bond Board does not currently use automated decision making in any circumstances. Should this change in the future, The Bond Board’s Data Protection Policy and this notice will be reviewed. For your information, you have the right not to be subject to a decision based on automated processing, unless The Bond Board is doing so on the basis of entering into a contract with you, such as a Bond contract. If a decision is made about you using automated decision making because of a change of Bond Board policy, you will be notified, ‘as soon as reasonably practicable’ and you will be given a period of 21 days in which to object to that decision.

**You can contact The Bond Board about any of your data rights, using the details at the end of this notice.**

**Keeping your personal data safe**

The Bond Board takes the security and confidentiality of your personal information very seriously. We have policies and procedures in place to make sure the risks of us losing your information or sharing it with someone we shouldn’t are very low. We do not share your personal data with anyone without your consent, unless required to do so by law.

**Reporting Data Breaches**

If The Bond Board finds out there has been a risk to your personal data, for example, because we have shared it with someone we shouldn’t, or we have lost it, we will follow the law and inform the Information Commissioners Office within 72 hours of becoming aware of the problem. If the problem is likely to affect your rights to freedom and privacy, we will also inform you as soon as possible take all reasonable action possible to reduce the impact of the data breach on you. The Bond Board will keep a record of any data breaches, regardless of whether we are required by law to inform the Information Commissioners office.

**Changes to this privacy notice**

This notice takes effect from the 25th May 2018. The Bond Board will review this notice every 6 months to ensure it is up to date with the law and to ensure, for example, that the processing and purposes of your personal data have not changed. If we make any changes to this privacy notice or our Data Protection Policy, we will update you by including the new version on The Bond Board website and on The Bond Board’s Facebook page.

A full copy of The Bond Board’s Data Protection Policy is also available if you would like further information about The Bond Board’s approach to Data Protection.

**Contacting The Bond Board for further information about your personal information and your rights.**

For the purposes of the General Data Protection Regulations 2018, The Bond Board is the controller and processor of your data. All enquiries about your personal data and to request any of the above rights should be made by contacting **The Chief Officer of The Bond Board. 209-211 Bury Road, Rochdale OL11 4EE.** **Tel:01706** **342404**

For people being supported by the Housing First programme, Great Places Housing Group is the controller of your data, and The Bond Board is the data processor. All enquiries about your personal data and to request any of the above rights should be made by contacting:

**Office of the Data Protection Officer**

**Greater Manchester Combined Authority**

**Churchgate House**

**56 Oxford Street, Manchester, M1 6EU**

**OfficeofDPO@greatermanchester-ca.gov.uk****.**

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If you disagree about any decision we have made about collecting or processing your personal data, The Bond Board also has an appeals process in place, allowing you to appeal any decision you make to The Bond Board of Trustees within 1 month of the data of the decision. We will let you know how to do this in writing at the time of the decision.

**The right to complain to the Information Commissioners Office.**

If you have a concern about The Bond Board’s approach to collecting, storing or processing of your personal data, you can contact The Bond Board. However, you also have the right to report your concerns to the Information Commissioners Office. Their helpline number is: **0303 123 1113.** Further information can also be found on their website: <https://ico.org.uk/>