



## Bournemouth Churches Housing Association: Ignite

### PRIVACY NOTICE

#### WHO WE ARE

Ignite, part of Bournemouth Churches Housing Association (BCHA), gathers and processes your personal information in accordance with this Privacy Notice and in compliance with the relevant data protection laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

#### About BCHA:

- **Registered office address:**  
St. Swithun's House, 21 Christchurch Road, Bournemouth, BH1 3NS
- **Company status:**  
BCHA (Bournemouth Churches Housing Association Ltd) is a charitable registered society registered under the Co-operative and Community Benefit Societies Act 2014 with the Financial Conduct Authority, number 18497R.
- **ICO registration:**  
BCHA is registered on the Information Commissioner's Office Register, under registration number Z5985815. BCHA act as the controller and processor when processing your data.
- **Data Protection Officer:**  
BCHA's designated Data Protection Officer is Philip Baker, who can be contacted by email at [companysecretary@bcha.org.uk](mailto:companysecretary@bcha.org.uk), or telephone on 01202 410500.

**Please read this privacy notice carefully to understand our views and practices regarding your personal data and how we will treat it.**

#### WHAT INFORMATION WE COLLECT

Ignite process your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and will only process your information in ways specified in this notice.

### **We may collect the following information from you:**

- Basic personal information: *Name, address, postcode and contact details*
- Diversity information: *Age, ethnicity, gender, religion and sexuality*
- Skills & qualifications: *Any relevant skills and qualifications you have obtained*
- Medical history: *History of any medical treatments or medications*

## **HOW WE USE YOUR INFORMATION**

Ignite takes your privacy very seriously and will only process your personal data in accordance with the terms of this Privacy Notice. Ignite will never sell your information under any circumstance.

### **We may process your personal information for the following purposes:**

- To manage and provide Ignite's employability and skills training services
- To provide you with our publicity and marketing material

### **We may process your personal information for the following reasons:**

- **With your consent:**  
We process your personal information where you have consented for us to do so, to provide you with our services. You are free to withdraw this consent at any time.
- **For a legitimate interest:**  
We occasionally process your personal information under the legitimate interests' legal basis. Where necessary, we have carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and the interests of others involved, and any risk posed to you or others involved against our own interests; ensuring that they are proportionate and appropriate.
- **For a vital interest:**  
We may process your personal data to protect either yours or someone else's life. We will only process in this capacity in emergency or life-threatening situations.

## **WHO WE SHARE YOUR INFORMATION WITH**

Personal information that we collect from you via our application form is returned in hard-copy to **Skills & Learning or The Learning Curve** (educational funders) as per our contractual obligations. The Ignite team are also contractually required to share some of your personal information with the **National Open College Network (NOCN)** for certification purposes.

We promise not to disclose or share your details with any other third parties unless there are immediate concerns about potential abuse or physical harm or where an indictable offence may have been committed. Then, and only then, we may share details with other third parties upon receipt of proper authorisation.

## TRANSFERRING YOUR INFORMATION OUTSIDE OF THE EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data.

**Ignite do not transfer or store any personal data outside the EU.**

## HOW LONG WE'LL KEEP YOUR INFORMATION AND WHERE

Ignite only retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations.

**We hold your personal information for the full extent of your time as an Ignite customer, and then for 6 years after you cease to be a customer of Ignite.** We are required under our contractual requirements to hold your data for this time period. After this time period, the personal information we hold about you will be destroyed. Where you have consented to us using your details, we will use your personal information in ways outlined in this Privacy Notice, unless you notify us otherwise and/or withdraw your consent, at which point we will destroy your details.

**We may store your personal information in the following locations:**

- On our **cloud-based file server**
- On our **PICS customer database**
- On our **LearnerTrack database**
- In a **hard-copy file** in our secure file system

## YOUR RIGHTS

**You have the right to access the personal information that Ignite processes about you and to request information about:**

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

**Where allowed by law, you may also have the right to:**

- request erasure of your personal data (“right to be forgotten”)
- restrict Ignite processing your personal data
- object to any direct marketing from us
- request your personal data is moved, copied or transferred from one IT environment to another (“right to data portability”)

**Ignite do not employ any automated decision-making or profiling in relation to your personal data.**

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

## **SAFEGUARDING MEASURES**

Ignite takes every reasonable measure and precaution to protect and secure your personal data.

**We may use the following safeguarding measures to protect your data:**

- **Anti-virus software:** We ensure that our computer systems are protected by updating them with effective anti-virus software.
- **Restriction and passwords:** Our file structures are restricted and password protected across our departments in BCHA, to ensure that only relevant staff may access certain information.
- **Encrypted email service:** We use an encrypted email service when transferring sensitive data about you.
- **Locked offices and file stores:** All our offices and file stores are securely locked by a designated person outside of office hours to ensure your personal information is protected.

## **LODGING A COMPLAINT**

If you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with either BCHA directly or the UK Supervisory Authority. The details are as follows:

**Lodging a complaint via BCHA:**

Philip Baker  
Data Protection Officer  
St Swithuns House, 21 Christchurch Road, Bournemouth BH1 3NS  
**Tel no:** 01202 410500  
**Email:** [companysecretary@bcha.org.uk](mailto:companysecretary@bcha.org.uk)

**Lodging a complaint via the ICO:**

The Information Commissioner's Office  
**Tel no:** 0303 123 1113  
**Website:** [www.ico.org.uk](http://www.ico.org.uk)

## **CHANGES TO THIS PRIVACY NOTICE**

We will notify you of any changes to the Privacy Notice should they occur, to ensure that you are aware of how we are processing your personal information. Please contact the Data Protection Officer via the details provided above if you have any questions or concerns.