



PRIVACY NOTICE

1. Who we are

At Your Service is a programme run by BCHA. In order to deliver this service, 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.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

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 acts as the controller and processor when processing your data
Data Protection Officer details:	BCHA's designated Data Protection Officer is Philip Baker, who can be contacted by email at companysecretary@bcha.org.uk , or telephone on 01202 410531

2. How your personal data is processed

BCHA processes 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 do not process your information in any way, other than as specified in this notice.

We collect the following information from you:

- Name
- Date of Birth
- Contact details
- Relevant health details
- Employment status

We collect information about you from our referral partners with your consent or via a self-referral process.

BCHA takes your privacy very seriously and will only process your personal data with your consent and in accordance with the terms of this Privacy Notice.

You are free to withdraw this consent at any time. You can unsubscribe from communications from us at any time by writing to us at Greg O'Mallo, St Swithuns House, 21 Christchurch Road, Bournemouth, Dorset, BH1 3NS, emailing us at atyourservice@bcha.org.uk or telephoning us on **01202 410500**.

We promise not to disclose or share your details without consent with any other organisation unless there are immediate concerns under our Safeguarding Policy and Procedure. Then, and only then, we may share details with the relevant agencies upon the authorisation of the Safeguarding Officer.

BCHA 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 will hold your data for no longer than **three years** after your registration after which time it will be deleted.

If you choose to withdraw your consent, we will anonymise your data. This means that your personal data will be deleted.

3. Your Rights

You have the right to access the personal information that BCHA 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 BCHA 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")

Please note: BCHA does 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.

4. Safeguarding Measures

BCHA takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. All electronic files are password protected and all paper files are stored in lockable storage within premises that have secure access.

5. Transfers outside 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. BCHA confirms that it does not transfer or store any personal data outside the EU.

6. Lodging a Complaint

BCHA only processes your personal information in compliance with this Privacy Notice and in accordance with the relevant data protection laws. If, however 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.

BCHA

Data Protection Officer

St Swithuns House, 21 Christchurch Road, Bournemouth BH1 3NS

01202 410500 or email companysecretary@bcha.org.uk

UK Supervisory Authority:

The Information Commissioner's Office

0303 123 1113 or via the website www.ico.org.uk

7. Changes to the Privacy Notice

Notification of any changes to the Privacy Notice will be communicated to you whilst you participate on our programme and is accessible at any time via the New Directions page of our website.