**Privacy Notice**

****You have a legal right to be informed about how Streetz Ahead Creative Housing uses any personal information that we hold about you. To comply with this, we provide a ‘privacy notice’ to you where we are processing your personal data.

This privacy notice explains how we collect, store and use personal data about you.

We, Streetz Ahead Creative Housing are the ‘data controller’ for the purposes of data protection law.

Our data protection officer is: Kirstie O’Connor

**The personal data we hold**

Personal data that we may collect, use, store and share (when appropriate) includes, but is not restricted to:

This information includes:

* Your contact details
* Any medical conditions you have

**Anything else?**

Why we use this data:

* to ensure that we have contact details in case of emergencies
* to support and professionally develop staff
* to support young people and lead them onto independence
* payroll and financial information
* safeguarding and child protection information
* training and induction information
* monitoring and statistic information
* correspondence information for working partnerships
* sharing of information details
* contract information

Our legal bases for using this data

We will only collect and use your information when the law allows us to. Most often, we will use your information where:

Contractual obligations where it is needed to provide you with our products or services, such as:

i) Updating your records.

Where it is in our legitimate interests to do so, such as:

i) In some situations we might require your data for our legitimate interests and we will process your data in a way which might reasonably be expected as part of the running of our business and which does not materially affect your rights, freedoms or interests;

ii) For management and audit of our business operations including accounting;

iii) To carry out monitoring and to keep records of our communications with you;

iv) For direct marketing communications. We will send you marketing to you by SMS, email, phone, post and social media where we think it may be of interest to you. You are of course free to opt out of hearing from us by any of these channels at any time;

We need to comply with the law.

**Collecting this information**

We will collect this data from yourself

**How we store this data**

How long it is kept for and looked after

**Data sharing**

We do not share personal information about you unless we have your consent. We share information with external agencies working on your case, unless you disagree and only on a need to know basis to support development or raise concerns on your behalf. We do have a duty to report all logs to social care and any practice that is deemed unprofessional in terms of staffing or organisational concerns.

**Transferring data internationally**

We do not share personal information about you internationally. If there was a requirement to supply information with an organisation that is based outside the European Economic Area, we will protect your data by following data protection law.

**Your rights**

How to access personal information we hold about you

You can find out if we hold any personal information about you, and how we use it, by making a ‘**subject access request’.**

If we do hold information about you, we will:

* Give you a description of it
* Tell you why we are holding and using it, and how long we will keep it for
* Explain where we got it from, if not from you
* Give you a copy of the information

You may also ask us to send your personal information to another organisation electronically in certain circumstances.

If you want to make a request please contact our data protection officer.

**Your other rights over your data**

You have other rights over how your personal data is used and kept safe, including the right to:

* Say that you don’t want it to be used if this would cause, or is causing, harm or distress
* Stop it being used to send you marketing materials
* Say that you don’t want it used to make automated decisions (decisions made by a computer or machine, rather than by a person)
* Have it corrected, deleted or destroyed if it is wrong, or restrict our use of it
* Claim compensation if the data protection rules are broken and this harms you in some way

**Complaints**

We take any complaints about how we collect and use your personal data very seriously, so please let us know if you think we’ve done something wrong.

You can make a complaint at any time by contacting our data protection officer.

You can also complain to the Information Commissioner’s Office in one of the following ways:

* Report a concern online at https://ico.org.uk/concerns/
* Call 0303 123 1113
* Or write to: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**Contact us**

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our data protection officer:

Kirstie O’Connor is the Data Protection Officer, any information held in your name is available for your perusal and you can ask us to remove information which is inaccurate. Please email or write to us at Kirstie.oconnor@streetzahead.co.uk

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