

## JustUs Privacy Notice

JustUs is committed to respecting the right to a private life that everyone has. In order to help us do this, we have set out the following privacy notice to explain how we process (use, store, share and delete) your personal information, and how you can control how we use your information so that you can decide whether you want to use the service we provide. JustUs processes the data of two groups of people:

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1. Our clients
2. Our trustees, caseworkers and volunteers, and our supporters and training delegates

Processing is different for each group of people and consequently we have separated our privacy notice into these two categories to explain how we process data in each case.

### About us

JustUs is a Charitable Incorporated Organisation (CIO), registered with, and accountable to, the Charity Commission. JustUs delivers support to people who may be homeless, or who may be threatened with homelessness, to access any assistance from a council and elsewhere that they are eligible for assistance with, and to keep people safe. JustUs also delivers training around homelessness practice, and raises important issues related to homelessness at a political level.

As we process personal data, we are also accountable to the Information Commissioner's Office (ICO).

### Legal basis to use your information

Under the General Data Protection Regulation (GDPR), we must have a specified lawful basis that allows us to process your information lawfully.

### For our clients

Our basis for processing client data is the explicit, informed consent of the client. When we first meet our clients, we explain why and how we process data in order to provide housing or other related support. We only process data when it is necessary as part of this support, and we comply with data processing principles, like keeping the processing to a bare minimum and only doing so when there is no other way of processing it, to deliver this support. If a client does not wish us to share data with other organisations, we can still provide useful information about their situation and their rights under Housing Law and relevant Legislation.

We ensure that clients are able to give their explicit and informed consent for each type of processing. For example, clients consent to share data with each specific organisation that we need to work with.

As part of our work we sometimes share data on other bases, for example where we need to protect someone's vital interests, to comply with social protection law or other legal obligations (like a court order), to prevent or detect crime or when it's in the substantial public interest. In these cases, we do not need consent but will inform our clients of such processing whenever it is safe to do so. Whilst clients can withdraw consent at any time by contacting us, other bases for processing data may take priority. So, for example, if a client told us that he/she intended to seriously harm themselves but then told us they wanted us to stop processing their data, we would still contact emergency services to keep them safe.

### What information do we collect from clients, and why?

We may ask for, and store, personal confidential information about a client and their household which will be used to establish whether there may be a duty to house them, and what other help they might be able to get from other organisations. This information may include basic details, like their name, date of birth, address, contact details etc.). It may also be necessary for us to ask for highly sensitive information about a client's health, racial or ethnic origin, religion, financial situation, abuse that they may have experienced and any relevant criminal conduct.

Information is only sought for the purposes of supporting a client to access housing assistance, other relevant support or for keeping the client and other people safe. In the course of our work, other information may be disclosed to us (e.g. information about abuse, criminal activity or other risks) that we may need to pass on to other relevant bodies (e.g. council safeguarding teams, medics or the criminal justice system).

Information is only held in paper form for a very short period of time before it is transferred safely to a secure IT system (and the paper copies are then destroyed). All files containing personal data are encrypted. We advise people against using Facebook to contact us. Clients choosing to contact us on Facebook will be directed to more secure means (e.g. email or telephone) as soon as is possible. The emails we send never contain identifiable client information. If personal data needs to be transferred to other organisations, it shall be done using password-protected attachments.

### How we use client information

We use a client's information to help inform us about their situation so that we can provide relevant information about the client's housing options, and to keep people safe. This should ensure that a client's support is as effective as possible, and it means we can work effectively with other organisations that may also be supporting them. We will also use a client's information to help improve housing support available to the public and ensure our service can meet future needs, but to do this the client's information will be anonymised. We will also use a client's information to monitor how we spend our funding, but again, this will be anonymised to enable us to do this.

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We will invite clients to any meetings that are held which involve them wherever possible, and we aim to keep clients up to date with any progress made as soon as possible.

We only use information that is relevant to the task at hand, so even if a client has given us information and given consent to share that information with another organisation, we will only do so if sharing that information is necessary.

### Children's Data

Homelessness Law is directly relevant to anyone aged 16 or above and a person making a homeless application has to be this age. However, homeless households often include children younger than this. We assume that people aged 16 and over will have the capacity to freely give informed and explicit consent unless there is reason to believe otherwise. For children in a household aged 15 or under we rely on the consent of the person with parental authority over that child, unless it is evident that it would be against the best interests of the child to seek such parental consent. As for adults, we may also process data without consent if it is to protect someone's vital interests, is required to prevent or detect crime, if it's in the substantial public interest, or if it is to comply with legal obligations.

Wherever possible we shall restrict children's personal data that we process as much as is possible. It will often be enough to process only details like age and gender, but in some cases we may need children's names and DOB's along with any medical factors that would affect the suitability of any future accommodation.

If someone wants to know more about how we process their data, or objects to the way we are processing personal data they can contact us on [info@justus.org.uk](mailto:info@justus.org.uk)

### **For our trustees, caseworkers and volunteers, and our supporters and training delegates**

Our lawful basis for processing the personal data of our supporters and training delegates is the pursuit of our legitimate interests. We store personal data so that we can interact with our supporters and delegates. Personal data processing is limited to processing which enables us to pursue our legitimate interests as a charity. In practice this means we may store names and contact details of supporters and training delegates and details of donations and/or payments made by them. When we process data, we ensure we balance our legitimate interests with the rights of each person. We inform each data subject about this privacy notice so they can see how and why we use their data and about their rights as a data subject. It is hypothetically possible that we will sometimes need to process data for other reasons, e.g. protecting someone's vital interests, when doing so is in the substantial public interest, or to prevent and detect crime. However, this would appear to be unlikely.

We will sometimes deal with special category data when organising events to ensure those who need extra support are able to access them, and for things like dietary requirements. This information will be stored securely and only processed on a need-to-know basis. In most cases we can arrange venues to meet accessibility and dietary needs without actually sharing personal data.

If someone want to know more about how we process their data, or objects to the way we are processing personal data they can contact us on [info@justus.org.uk](mailto:info@justus.org.uk)

### How we keep information safe and confidential

JustUs is committed to keeping information secure. Information is retained in secure electronic and paper format and access is restricted to those who need it in order to deliver an effective service. Security and access controls, and operational policies and procedures are in place to protect information. In practice, caseworkers will discuss relevant issues within client cases in order to co-ordinate the support that we offer, and this will normally require us to share personal data within the casework team. No one else within JustUs will have access to personal data unless clients have explicitly given consent for us to do so. This is sometimes necessary as trustees are often involved in optional 'exit interviews' for clients as we discharge them from our service.

The GDPR regulates the processing of personal information. Strict principles govern our use of information and our duty to ensure it is kept safe and secure. JustUs is registered with the Information Commissioner's Office (ICO), which is the body responsible for making sure that organisations follow data protection law.

Everyone working for JustUs is subject to the Common Law Duty of Confidentiality, the Data Protection Act 2018 and the GDPR.

JustUs is required to protect information, inform a data subject of how their information will be used and to allow the data subject to decide if and how their information can be shared. This will be noted in their records.

In order to minimise the risk of any unauthorised processing of data, JustUs will delete records as soon as they are no longer needed. Some records may involve data relevant to any systemic / political issues related to homelessness. We may therefore retain records in order to raise issues that are in the substantial public interest, although in many cases it will be possible to anonymise records that are retained after the client is discharged from the service.

### The IT software that we use.

JustUs uses third party companies in some of the data processing outlined above. Personal data only refers to data that can be traced back to an individual. Password-protecting client files therefore means that the files are not personal data without the password. Client data is only processed using IT systems when it is password-protected. We use EUKHosting for email and Google Drive for file storage. However, when clients choose to contact us on Facebook their personal data will be processed by Facebook and will not be protected, which is why we transfer communication via Facebook to a secure method immediately.

We do not password-protect personal data of supporters, training delegates, JustUs trustees, volunteers and caseworkers. We believe that the software that we use to process personal data of people in these categories is secure enough and all of them are subject to UK data protection law regarding data security.

#### How can I access the information you hold about me, and what are my rights?

Under the current Data Protection Act 2018 and the GDPR a person may request access to information that is held about them by us (with some exemptions, for example if providing the information may place someone's safety at risk). This is called a Subject Access Request. It is free to do this unless a request is unfounded or excessive, particularly if it is repetitive. In that case, a reasonable fee may be charged.

To submit a Subject Access Request, please email to [info@justus.org.uk](mailto:info@justus.org.uk) requesting what information you would like to have access to.

A client's personal data shall be kept until they are discharged from our service or inform us that they wish us to cease processing their data. At this point, it shall be deleted permanently unless there is a legal reason why we must retain it.

If you become aware that we hold information about you that is incorrect you can inform us and we will amend it as soon as possible, and will ensure that other organisations that we have shared incorrect information with will be informed as well.

Sometimes you may have reason to want us to stop processing your data temporarily but do not want us to erase it. If this is the case you can request that we restrict our processing until you are happy for us to recommence. There are situations where we would continue to process your data, for example, where we need to protect someone's vital interests, to comply with social protection law or other legal obligations (like a court order), to prevent or detect crime or when it's in the substantial public interest.

You can request to obtain the data we hold about you so that you can use it for other purposes (e.g. we may hold data that is relevant for other issues like health, benefit claims etc.). We

process data in a format that means you will be able to use the information we hold for the other purposes you may have.

Where we are processing your data in order to pursue our legitimate interests you have a right to object to it, meaning we must stop processing it. As stated above, you can withdraw consent at any point when we are processing data using your consent as a lawful basis for doing so.

#### Data breaches under the GDPR

Under the GDPR we have a duty to report certain types of data breach (where information has not been appropriately protected) to the Information Commissioner's Office (ICO). If the breach creates a risk to your rights and freedoms we will notify you without undue delay and the ICO within 72 hours of becoming aware of the breach, where possible.

If the breach is likely to bring a high risk of adversely affecting your rights and freedoms, we will also inform you without undue delay.

#### Contacting us if you have a complaint or concern

We try to meet the highest standards when collecting and using personal information. We encourage people to bring concerns to our attention and we take any complaints we receive very seriously. You can submit a complaint by writing to [info@justus.org.uk](mailto:info@justus.org.uk)