



FIRST STOP CENTRE

GENERAL DATA PROTECTION REGULATION

Introduction

1. This policy arises from the introduction of the General Data Protection Regulation (GDPR) with effect from 25 May 2018. The GDPR changes the law in relation to the holding and use of individuals' personal data. In order to comply with the changes, First Stop Centre needs to make known to clients, staff and volunteers how it holds, uses and disposes of personal data.
2. First Stop Centre treats all personal data with the utmost confidentiality. Its Record Keeping Policy and Confidentiality of Information Policy have set out our policies in this connection. This GDPR Policy adds to those policies.

Data held

3. First Stop Centre acts as data controller and data processor, since it stores and uses personal data relating to clients, staff and volunteers. The data it holds includes:
 - Names, addresses, telephone numbers and email addresses
 - Information on gender, age, marital status, dependants, education, work history, academic and/or professional qualifications, where that information is relevant to the service provided or good employer practices.
 - Financial data such as bank account details
 - Sensitive or other special categories of data such as criminal convictions, mental or physical health, medication or treatment received, either currently or historically.



Use of data

4. We may use personal data where necessary to enable us to carry out our services to our clients or to pay staff or in connection with the employment of staff.
5. Sensitive data are described by the GDPR as “special categories of data” and require higher levels of protection and justification for collecting, storing and using them. We may process these types of data in limited circumstances, with written consent, when, for example, it is necessary to do so to provide services to clients; in order to comply with legal requirements and/or obligations to third parties, where it is necessary in the public interest.
6. We will comply with data protection law. This provides that the personal data we hold about individuals must be:
 - Used lawfully, fairly and in a transparent way.
 - Collected only for valid purposes.
 - Relevant to and limited to those purposes.
 - Kept only for as long as necessary for those purposes.
 - Accurate and kept up to date.
 - Kept and, when appropriate, destroyed securely.
7. We may share personal data with other bodies such as local authorities, community groups, service providers where it is necessary to do so to enable them to carry out their services to First Stop Centre or to the Centre’s clients.
8. We keep some records permanently where we are legally required to do so. Some other records will be kept for an extended period of time; for example, financial records are maintained for 8 years to support HMRC audits or tax requirements. In general, however, we will endeavour to keep data only for so long as is necessary and data will be deleted when no longer needed.



Individuals' rights

9. Individuals have the following rights in relation to their personal data:
- The right to access personal data we hold on the individual.
 - The right to correct and update personal data.
 - The right to have personal data erased, if the person concerned believes the data should no longer be held or that data are being used unlawfully.
 - The right to object to processing of personal data or to restrict data to certain purposes only.
 - The right to data portability (this means the right to request that the data are transferred to another data controller)
 - The right to withdraw consent to processing after having given consent.
 - The right to lodge a complaint to the Information Commissioner's Office (this is the Government office with overall responsibility for GDPR).
10. If you wish to exercise any of these rights, you should contact First Stop Centre or the Information Commissioner's Office as below.

Contact details

11. Any queries about this policy or any request in respect of the rights set out in paragraph 9 should be made to the Centre Manager, either in person or in writing at First Stop Centre, 29 Bocking End, Braintree, CM7 9AE, or by email at contact@firststopcentre.onmicrosoft.com
It may be necessary to make such a request in writing.
12. A complaint to the Information Commissioner's Office can be made by phone on 0303 123 1113, by email at <https://ico.org.uk/global/contact-us/email> or in writing at Wycliffe House, Water Lane, Wilmslow, SK9 5AF.