

Advising Communities

Privacy Statement

Effective 25th May 2018

Advising Communities is a registered charity in England and Wales, and a registered company limited by guarantee. Registered Charity Number 1061055. Registered Company Number 03316471. Registered at 6-8 Westmoreland Road, London, SE17 2AX.

When you use (or request to use) any of our services, or sign up for updates from our organisation we obtain information about you. We will ask for your consent to retain this information, and make it clear what your information will be used for. This statement explains how we look after that information and what we do with it.

We have a legal duty under the General Data Protection Regulation to prevent your information falling into the wrong hands. We must also ensure that the data we hold is accurate, adequate, relevant and not excessive.

Normally information we hold comes directly from you, as set out in our Data Protection Policy. Whenever we collect information from you, we will ask for your consent to collect this information and make it clear what the purpose of this collection is. You do not have to provide us with any additional information unless you choose to.

We are not able to help you if you do not want us to store or process your personal information. This is because, for insurance purposes, we cannot help anyone who we cannot later identify.

We store your information securely on our systems, we restrict access to those who have a need to know, and we train our staff in handling the information securely.

Our services are funded by a range of different funders who ask us to share data and statistics with them as a contractual condition of funding our services. Unless otherwise stated this information will be anonymised, with all identifying information about yourself removed.

Some funders request more detailed information to be shared with them which may include personal and sensitive information about yourself. We require your permission to be able to do this and this is optional.

External auditors who check the quality of the services we provide may wish to review the help you've been given, which may also include the review of personal and sensitive information about yourself. We require your permission to be able to do this and this is optional.

We will not share your personal and sensitive information with anyone outside of Advising Communities without your recorded permission unless required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend our legal rights.

We may need to contact third parties to act on your behalf as part of the assistance you receive, we will need your recorded permission and authority in order to do this.

We ensure there are agreements in place with all data processors and third parties that may need to view, access or process your personal information. They will only be able to use your personal information in line with this agreement, and our Data Protection Policy.

If you have signed up to a training event or other service, when you sign up we will ask you for your consent to pass your details to the professional worker providing that service. That worker may then hold additional information about your participation in these activities.

You have the right to a copy of all the information we hold about you (with exception of the limited information which we may be obliged to withhold because they concern others as well as you). You also have the right to request that we change or remove the information we hold on you. Requests for us to remove information may be overridden by our legal and regulatory requirement to hold certain information on the advice we've provided for 6 years.

To request a copy of the information we hold on you, or to request we change or remove information about you that we hold, you can:

Email:

info@advisingcommunities.uk.

(Please title your email 'Data Access Request')

Write to:

Data Access Request

Advising Communities

The Foundry

17 Oval Way

London

SE11 5RR

We aim to reply as promptly as we can and we will reply within the legal maximum of 30 days.

Updating This Statement

We may update this privacy policy by posting a new version on this website at any time. You should check this page occasionally to ensure you are familiar with any changes.