

RESTART GDPR POLICY (INCLUDING USE OF CCTV)

OVERVIEW

The GDPR Policy is concerned with the collection, storage, processing, sharing and security of personal information held and managed by Saltbox-Restart in relation to our Accommodation and Support Services.

Saltbox-Restart needs to collect and process personal data about people with whom we deal with in order to carry out our business, operate effectively and provide a service to the public and organisations that we support.

We are committed to protecting personal information and make every effort to ensure that personal data is processed in a fair, open, secure and transparent manner to achieve compliance with relevant Data Protection legislation.

We acknowledge that individuals have a right to privacy and to expect that all personal information held about them will be handled sensitively and confidentially. Where individuals provide Saltbox-Restart with personal information via our services or online sites, we will treat that information in accordance with this policy, our terms and conditions of services and UK Data Protection legislation.

This policy aims to set out clear guidance on:

- Saltbox-Restart obligations in the protection of personal data
- Individuals rights in relation to their personal data
- The use of Closed Circuit Television (CCTV) systems

DATA PROTECTION

The Data Protection Act 2018 (DPA18) is the UK's implementation of the General Data Protection Regulation (GDPR) which sets out the rules about how personal data and sensitive personal data about living individuals must be processed.

Data Protection applies to all personal and sensitive (special category) personal data, processed and/or stored electronically on desktop PC's, laptops, tablets, mobile phones, CCTV systems, and manually (paper-based). It aims to protect and promote the rights of individuals, ('Data Subjects') and Saltbox-Restart (the 'data controller').

PERSONAL DATA

Saltbox-Restart collect and process personal and special categories of personal information about many individuals, which is relevant to our accommodation and support services. We will not ask for any information that we do not need.

'Personal Data' is any information which relates to a living individual who can, or may be identified from that information. Either directly or indirectly from that data alone or in combination with other identifiers we possess or can reasonably access, for example:

- A person's name, address (postal and email) and phone number
- Age, date of birth and national identifiers i.e. National Insurance number
- Employment status
- Financial details, including bank details and income/benefit information
- References from previous landlords, accommodation providers or employers
- Referral and assessment forms
- Information about your family and others (such as dependants, next of kin and emergency contact numbers)
- Support plans and housing files
- Spreadsheets and/or databases with any list of individuals set up by code or number
- Minutes of meetings and reports which refer to an individual
- Emails, file notes, handwritten notes in relation to an individual
- Details of any contact made, including complaints or incidents
- Information about how individuals use our services
- Information about how individuals use our website or other technology, including IP addresses or other device information
- Individual views on our services
- Photographs and CCTV Footage

Processing Personal Data

In accordance with the data protection laws, we need a "lawful basis" for collecting and using information about individuals. In most cases, we will only use personal information where we have consent or because we need to use it in order to fulfil a contract or service obligation.

However, there are other lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason for processing information is because there is a legitimate interest for Saltbox-Restart to process your information to help us to undertake our work.

Other lawful reasons for processing personal data include:

- It is required under a legal obligation
- It is necessary to protect the vital interests of the individual
- It is to carry out public functions
- It is necessary to pursue the legitimate interests of Saltbox-Restart or certain third parties (unless this is prejudicial to the interests of the individual)

Special Categories of Personal Data

Some of the information which we collect may be special categories of personal data (also called sensitive personal data). Special categories of personal data require a higher level of protection and includes any information relating to an individual's:

- Ethnicity
- Gender
- Religious or Other Beliefs

- Sexual Orientation
- Physical or mental health conditions
- Criminal convictions and offences
- Biometric or genetic data

Processing Special Category Data

Special categories of personal information require further justification for collecting, storing and using this type of personal information. This data may only be processed provided:

- The individual has given their explicit consent (i.e. signature)
- The individual has already made this information public
- It is to protect the vital interests of the individual or other individuals.
- It is necessary for the purposes of, or in connection with legal proceedings or for obtaining legal advice and for the administration of justice or any enactment, function of the Crown
- It is for medical purposes and is undertaken by a health professional or a person who in the circumstances owes a duty of confidentiality which is equivalent to a health professional

How We Use Personal Data

In relation to our accommodation and support service, we use the types of personal data which we have listed for the following purposes:

- The process of applying for and becoming a resident (such as making a decision about access to service, determine accommodation needs and support requirements)
- Providing services, managing relationships and determining any specific service requirements (for example aids and adaptations to accommodation, preferred contact arrangements) and determining eligibility for those services
- Supporting individuals to maintain and manage their accommodation in line with their licence agreement
- Dealing with complaints (such as gathering evidence in relation to any complaints made by or about individuals and dealing with any legal disputes)
- To support in resolving issues and disputes which may involve individuals, for example use of CCTV footage
- Informing individuals about services we provide or are provided by others acting on their behalf
- Informing residents about activities/events that are directly relevant to them such as resident involvement opportunities, groups and trips
- To adapt our services to meet requirements.

Individuals accessing our accommodation service are issued with a welcome pack and sign up to a Licence Agreement. We process personal data in the Licence in order to manage our licensor and licensee relationship including sharing data as necessary. The Agreement contains comprehensive information relating to GDPR and the legal basis for using personal information.

Personal Data Sources

The information which we collect about individuals can be obtained through a variety of sources, including:

- From individuals directly as part of the process of becoming a resident and during their time in service
- From third parties/partner organisations as part of the process of becoming a resident and during a residents time in service.
- Information from publicly available sources

The information we collect will include, but is not limited to:

- Previous accommodation providers
- GPs and other healthcare providers
- Financial information
- Criminal convictions
- Information from Statutory bodies such as the Police, HMPPS, Social Services, Local Authorities.
- Information from Voluntary and other organisations who may be providing support or advice
- Information obtained about individuals in the course of their occupancy and through the provision of the services we provide

Sharing Personal Data with Third Parties

The personal information we collect will mainly be used by our staff (and volunteers) at Saltbox-Restart in order to process applications and to provide accommodation and support services.

Saltbox-Restart may, however, share your information with “third parties” including our trusted partners and suppliers who work with us on or on our behalf to deliver our services. We may also disclose information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority).

Third-party organisations include:

- Contractors/surveyors/building services organisations carrying out repairs, improvements and other building services work to properties

- Organisations who provide a response service in addition to that provided by Saltbox-Restart
- Care and Support Service providers
- Other housing providers to which individuals may apply for re-housing
- Welfare benefit providers and organisations who can provide financial support to whom individuals may apply for benefits/grants/loans etc.
- Solicitors and specialist advice organisations processing applications, requests, or enquiries on our behalf or at the request of a resident
- Housing Ombudsman and other regulatory bodies either acting on behalf of a resident or Saltbox-Restart
- Emergency services in the event of an emergency.

All third-party service providers are required to comply with Data Protection Laws and ensure that they have appropriate controls in place to secure personal information.

We will share specific and relevant information with law enforcement and government agencies or public bodies where we are legally required to do so. Examples may include:

- The prevention or detection of crime and fraud
- The apprehension or prosecution of offenders
- Sharing in connection with legal proceedings
- Sharing in relation to the physical or mental health of an individual, where disclosure is required to protect them or others from serious harm
- Research and statistical purposes.

COMPLYING WITH DATA PROTECTION LAW

At the heart of data protection laws are the "data protection principles" which say that the personal information we hold about individuals must be:

- Obtained and processed fairly, lawfully and in a transparent way
- Collected only for valid purposes that we have clearly explained and not used in any way that is incompatible with those purposes
- Adequate, relevant and limited to only what is necessary for the purpose(s) for which it is obtained
- Accurate and kept up to date
- Kept only as long as necessary for the purposes that we have informed individuals
- Kept securely.

Saltbox-Restart has implemented adequate resources and controls to ensure compliance with the data protection principles, including:

- Appointing a suitably qualified Data Protection Officer (DPO) and Information Security Champion's accountable for data privacy
- Integrating data protection into internal documents including this Policy, related policies, privacy guidelines and Privacy Notices
- Regularly training employees on data protection and data protection matters

- Regularly testing the privacy measures implemented
- Conducting periodic reviews and audits to assess compliance

INFORMATION SECURITY

Saltbox-Restart takes looking after your personal information very seriously. We have implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

We limit access to personal information to those employees, agents, contractors and other third-parties who have a need to know. Employees and third-parties who have access to, or are associated with the processing of personal information are obliged to make reasonable efforts to safeguard it.

When individuals make contact with us, we may ask them to provide information so that we can confirm identity. If other people (e.g. family members, support workers, solicitors) act on a person's behalf we will take steps to ensure that individuals have agreed for them to do so. This may include asking them to provide us with supporting information to indicate consent.

Storing and Destroying Personal Information

We only keep personal information for as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations.

To determine the appropriate retention period for personal data, we consider:

- The amount, nature, and sensitivity of the personal data
- The potential risk of harm from unauthorised use or disclosure of personal data
- The purposes for which we process personal data and whether we can achieve those purposes through other means
- The applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Once we no longer need an individual's personal information, it is securely destroyed.

INDIVIDUALS' RIGHTS

Saltbox-Restart acknowledges individuals (data subjects) rights when it comes to how we handle their data. These include rights to:

- Be informed about how their data is used and stored
- Request access to their personal data that we hold (commonly known as a "data subject access request").

- Be forgotten (RTBF) previously known as erasure of personal data if it is no longer necessary in relation to the purposes for which it was collected or processed
- Rectification i.e. to take action to rectify, block, erase or destroy inaccurate data
- Restrict processing in specific circumstances
- Data Portability – i.e. to have their data given to them in a structured and commonly used format
- Object to decisions based solely on Automated Processing
- Prevent our use of their personal data for direct marketing or statistical purposes
- Be notified of a personal data breach which is likely to result in high risk to rights and freedoms
- Make a complaint to the supervisory authority (ICO)

Right to Withdraw Consent

In the limited circumstances where individuals may have provided their consent to the collection, processing and transfer of their personal information for a specific purpose, they have the right to withdraw their consent for that specific processing at any time.

Once we have received notification that individuals have withdrawn their consent, we will no longer process their information for the purpose or purposes they originally agreed to, unless we have another legitimate basis for doing so in law.

If an individual would like to exercise any of these rights or make a complaint, they can do so by contacting our Marketing/Communications team at Saltbox, Bemersley House, Hanley, Stoke-on-Trent, ST1 1DY, by email at marcomms@saltbox.org.uk or by phone on 01782 207200. Individuals can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office <https://ico.org.uk/>.

Saltbox-Restart will verify the identity of an individual requesting data under any of the rights listed above and not allow third parties to use persuasion into disclosing personal data without proper authorisation.

USE OF IMAGES

Saltbox-Restart may request consent to use photographs, video and written case studies for the purpose of inspiring and encouraging people to support Saltbox-Restart and to promote the service. Images may be used in press, marketing and communications materials produced by Saltbox-Restart and/or its partners and to illustrate what we do on our website and/or social media platforms.

We also request consent to record photographic images of all residents in service as a means of identification.

Information regarding the use of photo/video or written case studies and copies of publicity consent forms are contained within the welcome pack for residents joining service. When requesting consent, full explanation is provided to residents to ensure that they are clear about how we will use the images.

If a resident wishes to withdraw consent for us to use their images, they can contact the Data Protection Officer:

Saltbox Marketing and Communications

T: 01782 207200

E: marcomms@saltbox.org.uk

THE USE OF CCTV

UK GDPR applies to the use of CCTV (closed-circuit television) because cameras capture personal information that could identify an individual.

Saltbox-Restart will facilitate the operation of CCTV at specific locations where it is deemed necessary to do so and where there is a clear justification for its operation. The camera network and images are recorded and kept in accordance with the Data Protection Act 2018 and the UK GDPR.

CCTV in Offices and Buildings

CCTV systems located at our offices and warehouse are intended for the following purposes:

- Protecting the buildings and assets, both during and after working hours
- Protecting staff, customers and service users
- Detecting and reducing levels of crime.
- Deterring vandalism, criminal damage and/or theft
- Helping to catch those who commit crime or public order offences.

CCTV in Properties

Saltbox-Restart recognise our responsibility to prevent anti-social behaviour and crime, in and around our properties and endeavour to create safe environments where people want to live, and safe environments for staff to work. There are a range of ways in which we may achieve these aims, which may include the installation of CCTV systems.

Saltbox-Restart use CCTV in selected properties where it is a proportionate and necessary measure to achieve a defined objective, such as safety and/or security. CCTV proposed and installed within properties is intended for the purposes of:

- Promoting the health and safety of residents, staff, contractors and visitors
- Safeguarding the most vulnerable
- Detecting, preventing and reducing the fear and incidence of crime and anti-social behaviour
- Supporting the Police in a bid to deter and detect crime

- Assisting in identifying, apprehending and prosecuting offenders
- To provide information regarding serious breaches of the Licence Agreement by residents or their visitors

Location of Cameras

Saltbox-Restart endeavour to select locations for the installation of CCTV cameras within properties that are least intrusive to protect the privacy of individuals. We do not locate cameras in resident's bedrooms or bathrooms/shower rooms/toilets. We may place cameras in the communal areas within properties. Cameras placed to record external areas are positioned in such a way as to prevent or minimise recording of passers-by or of another person's private property. Adequate signage will be placed within properties in which a CCTV camera(s) is sited to indicate that CCTV is in operation.

Viewing of Images and Recordings

Where possible recording equipment will be located in an access restricted area. Images or recordings will only be reviewed by members of staff granted access by the Property Services Manager, and will only be kept as long as they are needed.

Where the images are recorded directly onto a hard drive, these will be password protected to prevent unauthorised access.

In some circumstances CCTV can be viewed on a Saltbox-Restart mobile device, however images will not be stored on the device directly and extra care will be taken in regard to data protection.

Any images captured by a member of staff on a mobile phone (or equivalent) will be transferred to Saltbox-Restart secure folders as soon as possible, and the images deleted from the phone.

Third Party Access

Disclosures to third parties will be limited to the following:

Law enforcement agencies or the Local Authority, where it is believed that the images will assist:

- Prosecuting agencies
- In a legal enquiry

In cases where CCTV images or recordings have been requested, these will only be shared with the approval of the Restart Support Manager and/or the Property Services Manager.

Data Subject Access

Requests for access to images or recordings from data subjects can be made by contacting our Marketing/Communications team at Saltbox, Bemersley House, Hanley, Stoke-on-Trent, ST1 1DY, by email at marcomms@saltbox.org.uk or by phone on 01782 207200. Requests will be authorised providing the images or

recordings are required for a legitimate and valid reason and the disclosure satisfies all legal and data protection requirements. Data Subjects will need to provide proof of their identity in order to obtain the disclosure.

Monitoring and Review

CCTV Monitoring and Review

The use of CCTV equipment will be reviewed on a regular basis by relevant managers to ensure that the use complies with legal obligations and to this policy.

The policy document will be formally reviewed every three years and updated to reflect any changes, requirements and targets.

Saltbox-Restart expect all staff and delivery partners to adhere to the principles laid down in the policy and to have an individual and collective responsibility to uphold the commitments and ensure application of the policy in practice.

Responsibility

The Chief Executive Officer is responsible for the monitoring and review of this policy.

The Restart Operations Manager is responsible for ensuring the implementation of this policy and supporting procedures for the maintenance of all necessary records on the CRM system to enable the compilation of regular reports on performance and for the monitoring of performance and delivery of our Objectives.

The Restart Support Manager and Property Services Manager are responsible for the day-to-day management and oversight of this policy.