 **BCWA PRIVACY POLICY: Service Users**

**REVIEWED: APRIL 2024**

**REVIEW DUE: APRIL 2025**

**Purpose and scope**

This privacy policy explains our approach to any personal information that we might collect from you and basis upon which we process that information. It also sets out your rights in respect of our processing of your personal information, and how you can request that we delete, update, transfer it and/or provide you with access to it.

Please also note that this Privacy Policy only applies to the use of your personal information obtained by us, it does not apply to your personal information collected during your communications with third parties.

**Policy Statement**

BCWA is committed to respecting and keeping safe any personal information we hold on you as a valued service user, employee, prospective employee or supporter of our work; and to being transparent in how we process it. We believe safety extends to the protection and safeguarding of all personal information i.e. information that can be used to identify you, as lives can depend on its security. BCWA operates in compliance with the UK General Data Protection Regulation.

We reserve the right to make changes to this Privacy Policy. Each time you visit this site you should check this Privacy Policy to check that no changes have been made to any sections that are important to you.

Bromley & Croydon Women’s Aid is registered as a Data Controller, number Z2075208. Bromley & Croydon Women’s Aid is a charity registered in England & Wales, charity number 1068007 and a company limited by guarantee, number 03320296.

**How to Contact Us**

If you have any questions about this Privacy Policy or want to exercise your rights set out here, please contact us by:

* **Sending an email to**[info@bcwa.org.uk](mailto:info@bcwa.org.uk)
* **Calling us on 020 8313 9303**
* **Writing to us at BCWA, PO Box 714159, London SE20 9BW**

**What personal information do we collect about you?**

**Basic information** – your name (including prefix or title), gender, age or date of birth;

**Contact information** – information you provide to us that allows us to contact you, e.g. your personal or business email, home address and telephone number;

**National identifiers** – your national ID/passport, residency and work permit status, social security number, or other taxpayer/government identification number;

**Financial information** – your current salary, taxpayer reference number (e.g. National Insurance number) and your bank;

**Dependents' information** – information related to your dependents, e.g. the first and last names, dates of birth, and contact details of your spouse/partner and dependents;

**Technical and network activity information** – information about your device and your usage of our websites, apps and systems, including your IP address, device ID, hardware model and version, mobile network information, operating system and other online identifiers, type of browser, browsing history, search history, access time, pages viewed, URLs clicked on, forms submitted, and physical location.

**Special categories of personal data** – we may collect information about your health (physical or mental) when you are registering to access our services.

You can decide whether to give us special categories of information, if we ask you for them.

You can also choose not to give us the other types of personal information when we ask you for them. If you decide not to give us your personal information, we may not be able to assess or consider your application.

If you give us the personal information of another person, e.g. your dependents, we assume you have their permission or have the right to share their data with us.

**How do we collect your personal information?**

Directly from you: when you access one of our services, ask us about our activities, seek advice on domestic abuse.

We may also receive your personal information indirectly from your GP, local authority, the Home Office, police, schools, community services, voluntary services or other charities.

**How do we use your personal information?**

* We will use your personal information to evaluate your case for access to our services, assess any risks to you and your children in order to discharge our safeguarding duties, as well as assessing support needs around domestic abuse recovery.
* We offer domestic abuse counselling so, for users of this service your information will be used to evaluate your counselling eligibility, needs and progress.
* We will also use it to help us provide you with appropriate, temporary supported accommodation options, help you access healthcare and education and support you with immigration, criminal justice proceedings.
* With your explicit consent, we also collect your personal data in order to support you in making applications or making applications and referrals on your behalf.

Additionally, we may use your personal information:

* To follow applicable laws and regulations;
* To respond to requests from competent public authorities;
* To tell you about changes to our terms, conditions and policies.

**Our legal bases to process your personal information.**

We process your personal information when one of the following applies:

* We rely on your consent to process your data, unless otherwise stated.
* To follow the law, for example, employment, social security and occupational health laws and regulations;

**Sharing your information**

The information you share with us is strictly confidential and we will not share it with other organisations or agencies, unless you have consented for us to do so.

**How We Use Cookies**

A cookie is a small text file on your internet browser and hard drive that uniquely identifies your browser. We only use cookies on our website for technical reasons and not to collect users’ personal information

By continuing to use our site, you agree to our use of cookies – but these cookie files and IP addresses will never be used to identify you as an individual. For more information on cookie files and IP addresses please contact us.

**How we store your personal information?**

BCWA believes the security of your personal data is of the utmost importance and we take this duty very seriously.

We make every effort to keep your data secure, and have implemented appropriate physical, technical and organisational measures to protect the personal information that we have under our control from:

* Unauthorised access
* Improper use or disclosure
* Unauthorised modification; and
* Unlawful destruction or accidental loss.

We store all the information we hold on bespoke, secure databases, all of which are UK-based.

**Retaining Your Data**

BCWA will retain your personal data for a reasonable amount of time appropriate to the relevant activity. This will vary depending on your interaction with us i.e. if you are a service user, volunteer or donor. For specific details of the different retention periods, please get in touch using the contact details provided above.

**Your Data, Your Rights**

You are in control of the personal data BCWA hold and process. See the section on your rights below.

BCWA is committed to ensure we always have a legal basis to hold and process personal data, as required by UK General Data Protection Regulation.

Under current UK data protection law you, as an individual, have certain rights with regard to the personal information organisations hold on you and how to access it.

**Your right of access:**

If you ask us, we’ll confirm whether we are processing your personal information and, if so, provide you with a copy of that personal information.

**Your right to rectification:**  
If the personal information we hold about you is inaccurate or incomplete, you’re entitled to have it rectified.

**Your right to erasure:**  
You can ask us to delete or remove your personal information in some circumstances such as where we no longer need it or if you withdraw your consent (where applicable).

**Your right to restrict processing:**  
You can ask us to ‘block’ or suppress the processing of your personal information in certain circumstances such as where you contest the accuracy of that personal information or you object to us processing it.

**Your right to data portability:**  
You have the right, in certain circumstances, to obtain personal information you’ve provided us with (in a structured, commonly used and machine readable format) and to reuse it elsewhere or to ask us to transfer this to a third party of your choice.

**Your right to object:**  
You can ask us to stop processing your personal information, and we will do so, if we are relying on our own or someone else’s legitimate interests to process your personal information, except if we can demonstrate compelling legal grounds for the processing if necessary.

**Your rights in relation to automated decision-making and profiling:**

You have the right not to be subject to a decision when it’s based on automatic processing, including profiling, if it produces a legal effect or similarly significantly affects you. BCWA does not apply ‘automated decisions’ to personal data in our operations.

**Your right to withdraw consent:**  
If we rely on your consent as our legal basis for processing your personal information, you have the right to withdraw that consent at any time.

To exercise any of these rights, obtain more information about our Privacy Policy or to make a complaint, please contact us on [info@bcwa.org.uk](mailto:info@bcwa.org.uk) or call 020 8313 9303.

You can also make a complaint to the data protection supervisory authority, the Information Commissioner’s Office at [www.ico.org.uk](http://www.ico.org.uk/).