

Privacy Notice

This privacy notice sets out how RefuAid collects, stores and protects any information that you give us. RefuAid is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our website or services, you can be assured that it will only be used in accordance with this privacy statement and that we will comply with the Data Protection Act 2018, Privacy and Electronic Communications Regulations (EC Directive) 2003 and other applicable privacy laws.

Who Are We?

RefuAid is a charitable fund under the auspices of Prism The Gift Fund (charity number 1099682), whose registered office in the UK is Prism The Gift Fund, 20 Gloucester Place, London, W1U 8HA.

What Information Do We Collect?

We may collect, store and use the following kinds of personal data:

- Information that you provide to us for the purpose of registering with us including your name, address, email, telephone number, date of birth, gender, country of origin, immigration status, employment status and the reason for applying for support.
- Information that you provide to us for the purpose of any enquiries that you may make about our programmes, working with us or partnering/volunteering with us. This includes name, address email, telephone number and the reason for contacting us.
- Information that you provide us to enable us to ascertain your eligibility to be supported by us including information about your educational history, employment history, family situation, financial situation, health and any additional support needs.
- Photographic I.D., educational documentation, employment documentation and CVs.
- Information about our interactions with you including your needs, requirements and goals to ensure we offer you the best possible support.
- Financial records about the amount of money paid to you or by you including any amounts outstanding.
- Your image may be captured on our building CCTV system if you visit our Head Office. CCTV recordings will be held in accordance with the set legal retention requirements.

Generally, the information we hold will have been provided by you (on the application or enquiry forms or when we communicate with you) but we may also hold information provided by third parties where this is relevant to your circumstances.

We will only ask for personal information that is appropriate to enable us to deliver our services or to assess eligibility for our support. In some cases, you can refuse to provide your details if you deem a request to be inappropriate. However, you should note that this may impact our ability to provide some services to you if you refuse to provide information that stops us from doing so.

Using Your Personal Information

Processing of your personal information will be undertaken in accordance with the principles of the Data Protection Act 1998. Access to personal information is restricted to authorised individuals on a strictly need-to-know basis. We will treat your personal information fairly and lawfully and we will ensure that information is:

- Processed for limited purposes.
- Kept up to date, accurate, relevant and not excessive.
- Not kept longer than is necessary.
- Kept secure.

We will not discuss your personal information with anyone other than you unless you have given us prior written authorisation to do so.

We will use your personal data to:

- Contact you and support you on our programmes.
- Send you communications relating to the charity's programmes which we think may be of interest to you by post, phone, email or similar technology (you can inform us at any time if you no longer require communications).
- Deal with any enquiries and complaints made by you.

Sharing Your Personal Information

In principle, we do not share your data with anyone else or any other organisation unless it is necessary for the purpose for which you have given the data. For example:

- We may pass your data to other organisations known as Data Processors, to provide specific services to us. A contract is always in place with a Data processor, and they are not allowed to do anything with your data other than that which we have requested.

We may share your personal information where we are legally required to do so. When sharing personal information, we will comply with all aspects of the Data Protection Act. Sensitive information about immigration status, race, religion, health or safeguarding concerns, for example, are subject to particularly stringent security and confidentiality measures. We may be required to share information for example:

- To meet our legal obligations.
- In connection with legal proceedings (or where we are instructed to do so by court order).
- To protect the vital interests of an individual (in a life or death situation).
- To protect a child or vulnerable individual from harm under our safeguarding responsibilities.

Security Of Your Personal Information

We keep your personal information secure on our database and systems with appropriate security mechanisms in place.

Access To Your Personal Information

Under the Data Protection Act, you have a right to ask us what personal information we hold about you and to request a copy of your information. This is known as a “subject access request” (SAR). SAR’s need to be made in writing and we ask that your written request is accompanied by proof of identity. If you are seeking to obtain specific information (e.g. about a particular matter or from a particular time period) it helps if you clarify the details of what you would like to receive in your written request. If someone is requesting information on your behalf, they will need written confirmation from you to evidence your consent for us to release this and proof of I.D. (both yours and theirs). We have 40 calendar days within which to provide you with the information you have asked for (although we will try to provide this to you as promptly as possible). In response to SARs, we will provide you with a copy of the information we hold that relates to you. This will not generally include information about your interactions with us, support we have given you and any documents which you have sent us, this is unlikely to be “personal information”. SAR’s can be made to our Data Protection Officer, details of which are below.

Our Responsibilities

The law requires us to tell you the basis on which we process your data.

- Some activities (for example sending you emails about RefuAid’s work) require your consent. If the law requires your consent to process data in a certain way, then we will obtain it before carrying out that activity.
- In all other cases the law allows us to process your data if it is in our legitimate interest to do so, but only so long as we need to and your “interests or your fundamental right and freedoms are not overriding” Practically speaking this means we carry out an exercise to check that we will not cause you harm by processing your data, that the processing is not overly intrusive and that we will only do so in a way which is described in this privacy notice.

We will keep data for as long as is needed to complete the task for which it was collected.

Your Rights

The law requires us to tell you that you have a variety of rights about the way we process your data.

These are as follows:

- Where our use of your data requires consent, you may withdraw this consent at any time.
- Where we rely on our legitimate interest to process data, you may ask us to stop doing so.
- You may request a copy of the data we hold about you.
- You may change or stop the way in which we communicate with you or process data about you, and if it is not required for the purpose you provided it, then we will do so. We will always endeavour to comply with such a request.

If you are not satisfied with the way, we have processed your data then you can complain to our Data Protection Officer (details below) or the Office of the Information Commissioner by post: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by phone: 0303 123 1113 (local rate) or 01625 545 745 (national rate).

Contact

If you have any questions about this Privacy Notice or our treatment of your personal data, a query, complaint or you need to update or correct any data held on you, you can do this by contacting our Data Protection Officer and Data Controller, Kate Higgins, RefuAid COO. You can contact us by email: kate@refuaid.org or by post: RefuAid, 3Space International House, Canterbury Crescent, Brixton, SW9 7QE.

Policy Amendments

We may update this Privacy Policy from time to time by posting a new version on our website. You should check this page occasionally to ensure you are happy with the changes.