**Privacy notice, consent to disclosure and use of information for Accommodation Services**

**Who We Are**

City of Liverpool Young Men’s Christian Association Trading as: YMCA Together *(‘we’ or ‘us’ or ‘our’)* gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

YMCA Togethers registered office is at 15 Leeds Street, Liverpool, L3 6HU and we are a company registered in England and Wales under company number 560870 We are registered on the Information Commissioner's Office Register registration number Z8452471 and act as the data controller and data processor. Our designated Data Protection Officer for the organisation is Ellie McNeil, who can be contacted at 15 Leeds Street, Liverpool, L3 6HU.

**Information That We Collect**

YMCA Together processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

*The personal data that we collect from you is:*

* Name
* Date of Birth
* Home Address
* Personal Email
* Home Telephone Number
* Mobile Telephone Number
* National Insurance Number
* Housing status
* Special Category Data (*i.e. health/medical information, details about religion, sexuality etc)*

*We collect information in the below ways:*

* Directly from you on forms
* Directly from you onto our IT systems
* Via application forms to use our services

**How We Use Your Personal Data (*Legal Basis for Processing)***

YMCA Together takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We collect and process your data based on obtaining your consent. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. *The purposes and reasons for processing your personal data are detailed below: -*

* To identify potential risks to you or to others and to identify any support needs that you may have.
* YMCA Together may contact relevant agencies to request additional information that will enable us to assist us in providing support services to you.

**Your Rights**

You have the right to access any personal information that YMCA Together processes about you and to request information about:

* What personal data we hold about you
* The purposes of the processing
* The categories of personal data concerned
* The recipients to whom the personal data has/will be disclosed
* How long we intend to store your personal data for
* If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable)* in accordance with the data protection laws; to exercise your data portability rights, and to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

**Sharing and Disclosing Your Personal Information**

YMCA Together may contact relevant agencies to request additional information that will enable us to assist us in providing support services to you. The purpose of this is to identify potential risks to you or to others and to identify any support needs that you may have.

For this purpose, any or all of the agencies below may be contacted to provide information about you:

* Benefits/Income (E.g. Council Tax, Housing Benefit, Benefit Agency)
* Housing (E.g. Housing Associations, Hostels, Previous Accommodation Providers)
* Legal (E.g. Solicitors)
* Education/Training (E.g. Schools, Colleges, Training Providers and Connexions)
* Health (E.g. GP, Mental Health Services, hospital)
* Statutory Agencies (E.g. Social Services, Police, YOT, Probation, Prison Service, Home Office, NASS,)
* Drugs and Alcohol Services (E.g. Detox units, rehabilitation units, Drug Workers)
* Homeless Organisations
* Family Members and Friends
* Other specified persons and Agencies (please state)­­­ - **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Information that you provide to us may be shared with any or all the organisations set out overleaf for the purpose of providing support services to you. This information will include an assessment of your needs/risks and the support that is provided to you. Your data will be stored and retained on the IT systems we use (AMIS and MainStay) and in paper form in your file for a maximum period of 7 years from your last contact with us.

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

**Safeguarding Measures**

YMCA Together takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, *including: -*

* Restricted Access,
* It Authentication,
* Firewalls,
* Anti-Virus/Malware

**Consequences of Not Providing Your Data**

You are not obligated to provide your personal information to YMCA Together however, as this information is required for us to provide you with our services, we will not be able to offer some/all our services without it.

**Legitimate Interests**

As noted in the *‘How We Use Your Personal Data’* section of this notice, we occasionally process your personal information under the legitimate interests’ legal basis. Where this is the case, we have carried out a thorough Legitimate Interests’ Assessment (LIA) to ensure that we haveweighed your interests and any risk posed to you against our own interests, ensuring that they are proportionate and appropriate.

We use the legitimate interests’ legal basis for processing where we do not think you are able to give consent and have identified that our interests are to provide you with the service you need. Our legal basis for recording and retaining information is to Safeguard Children and/or Individuals at risk in accordance with schedule 1, part 2 of the Data Protection Bill

**How Long We Keep Your Data**

YMCA Together only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data *(name, address, contact details*) for a minimum of 7 years after which time it will be destroyed. We are required to keep your name and dates that you used our services for 50 years for insurance purposes.

**Special Categories Data**

Owing to the services we provide, YMCA Together sometimes needs to process sensitive personal information (*known as special category data*) about you, to ensure we are providing a fair and equitable access to services as detailed in article 9 (2) of GDPR. Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.

We process information relevant to the above reasons/purposes. This may include:

* personal details (including, age, race, sexuality, disabilities, religion, ethnicity)
* family detail
* lifestyle and social circumstances
* membership details
* goods and services
* financial details
* education and employment details
* accommodation history
* economic and legal status
* physical health
* mental health
* drugs
* alcohol
* criminal convictions
* life skills
* meaningful use of time
* family and relationships

We also process sensitive classes of information that may include:

* physical or mental health details
* racial or ethnic origin
* religious or other beliefs of a similar nature

Where we rely on your consent for processing special category data, we will obtain your explicit consent through a signature. You can modify or withdraw consent at any time, which we will act on immediately, unless there is a legitimate or legal reason for not doing so.

If you consent to us collecting and using your data on Race; Ethnic Origin; Religion; Health; Sexual Orientation for the purposes stated above, please sign below and print your name:

|  |  |
| --- | --- |
| **Print Name** |  |
| **Signature** |  |

**Lodging A Complaint**

YMCA Together only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

You can do so in writing to: Ellie McNeil, Chief Executive, 15 Leeds Street, Liverpool, L3 6HU

Or to the

Information Commissioners Office,
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

**Consent**

YMCA Together take your privacy seriously and will only process your personal data with your consent and in accordance with the terms stated in our Privacy Policy. If you consent to us collecting and processing your personal data, please sign below:

|  |  |
| --- | --- |
| **Print Name** |  |
| **Signature** |  |
| **Time** |  |
| **Date** |  |

I confirm that I have been provided with a copy of YMCA Togethers Privacy Notice & Terms & Conditions prior to giving consent ☐