**Privacy Notice**

**Data Controller: Brandwood Centre 157 Allens Croft Road Kings Heath Birmingham B14 6RP**

**About Brandwood Centre**

Brandwood Community Centre hereafter referred to as ‘Brandwood Centre’, is a not-for-profit voluntary organisation (Registered Charity No. 1110808)

**How Your Personal Data May Be Used**

Here at Brandwood Centre we take your privacy seriously. We will only use your personal data to provide you with those services that we are contractually obliged to deliver or for any purpose detailed in this privacy notice.

Brandwood Centre may have to disclose personal information about you where we are required by law to in order to comply with applicable laws or other lawful requests. Dependent on the service you receive, we may also share information with:

* relevant regulators and/or commissioners
* external agencies that are involved in any coordinated services that you receive
* government or other statutory agencies where Brandwood Centre is an involved partner agency

**What Personal Data Does Brandwood Centre Collect?**

In order to provide you with the appropriate services and/ or support, we need to collect specific data about you, including basic personal information and, where applicable (subject to service type):

* current/previous details about your mental, emotional and physical health, offending and anti-social behaviour background
* a list of those external statutory and/or voluntary agencies you are engaged with

This data is critical to us understanding and responding to your needs. We will obtain this information directly from you or from internal services if you have accessed Brandwood Centre services before.

Brandwood Centre may need to obtain, or validate, information with other external sources, such as health professionals, councils, care and/or support service providers and government departments such as the Benefits Office, Inland Revenue or Criminal Justice agencies dependent on the service type.

We have installed CCTV systems in some of our premises used by members of the public for the purposes of public and employee safety, and crime prevention or detection. In all such locations, signs are displayed notifying you that CCTV is in operation.

**Why Brandwood Centre Collects Your Personal Data**

We gather information about you:

1. to provide a comprehensive and professional service that meets your needs and takes into account any risks
2. to analyse/improve our services and report our performance to regulators and commissioners and funders

Brandwood Centre may also use data about you in order to:

* provide you with information about internal services that we believe you may benefit from
* collect and report on anonymised statistical data about Brandwood Centre customers when;
* reviewing our services to ensure we are acting fairly and complying with our responsibilities under the Equality Act 2010
* reviewing the profile of customers who use our services in order to identify possible areas for service development and improvement
* to identify and resolve any inaccuracies in data held by Brandwood Centre to ensure fair processing of accurate information

**What are Brandwood Centre’s legal grounds for processing your personal information (including sharing it with others)?**

We rely on at least one of the following lawful purposes for using your personal information:

* **5.1 to comply with our legal obligations;**
* **5.2 where it is in our legitimate interests to do so,** such as:

Effective delivery of projects and activities that we have contractually committed to deliver to you;

for management and auditing of our business operations to follow and implement recommended best practice of government and regulatory bodies

* **5.3 with your consent or explicit consent**; to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it so that you can carefully consider whether you wish to consent.
* **5.4 for a public interest**, such as processing sensitive personal data about your health, if you are a vulnerable customer or criminal records information.

**Who Has Permission To Access Personal Data?**

All personal information is held securely and only accessed by those permitted to see it.

Brandwood Centre will not transfer your data outside the European Economic Area.

**How Does Brandwood Centre Protect Personal Data?**

Brandwood Centre has internal policies and controls in place – such as, a Data Protection Policy, Code of Conduct, Confidentiality Policy and a Complaints Procedure - to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

When using data to monitor and report on our services, data about you will be anonymised so that it does not identify you specifically. Any personal information which directly identifies you will only be shared with your explicit permission unless it relates to meeting your support needs or where we are required to provide it by Law (e.g. reporting criminal offences).

**For How Long Does Brandwood Centre Keep Personal Data?**

We are required to keep data about you for a minimum period of 6 years after you exit the service, after which time it will be securely destroyed.

Images captured by CCTV will not be kept for longer than is necessary. On occasions however, we may need to keep the images for longer, for example where a crime is being investigated.

**Your Rights**

As a Data Subject, you have a number of rights over the way in which Brandwood Centre processes your Personal Data.

* You can request a copy of the Personal Data that we hold about you by using one of the following options:

1. Emailing us at office@brandwoodcentre.co.uk
2. Writing to us at: Brandwood Centre Community Centre 157 Allens Croft Road Kings Heath Birmingham B14 6RP.

* We want to make sure that your Personal Data is accurate and up to date. If you believe that the information we hold is incorrect and needs to be updated, please contact an Brandwood Centre staff member and they will help to make sure that the information is updated.
* If you believe that some or all of your Personal Data should be deleted, or if you wish to raise a complaint on how we have handled your Personal Data, you can contact Brandwood Centre’s Data Protection Officer at [office@brandwoodcentre.co.uk](mailto:office@brandwoodcentre.co.uk) who will investigate your query.
* You have a right for Personal Data to be forgotten as long as it is not essential to the provision of the service.
* You have a right to see CCTV images of yourself and to be provided with a copy of these images.

If you would like to exercise any of these rights, please contact Brandwood Centre’s Data Protection Officer (office@brandwoodcentre.co.uk).

If you believe that Brandwood Centre has not complied with your data protection rights, you can complain to the Information Commissioners Office via the following web-site (<https://ico.org.uk/concerns/handling>).

**What If You Provide Inaccurate Personal Data?**

If you give information that is inaccurate or incomplete, it may affect your access to Brandwood Centre services. Please contact us if you wish to amend your data or check for accuracy.

**Automated Decision-Making**

The service(s) that Brandwood Centre provides to you do not include any automated decision-making processes.