

BSC Multicultural Services Privacy Policy

BSC Multicultural Services (BSCMS) is a registered charity serving the needs of the BAME community in Ipswich & Suffolk. BSCMS collects certain data where we have a legitimate interest to do this. Data will be collected and processed in accordance with the requirements of the UK General Data Protection Regulation (UKGDPR) and the Data Protection Act 2018.

Our contact details

Address: Room 29, 19 Tower Street. Ipswich. IP1 3BE

Phone Number: 01473 400081

E-mail: info@bscmulticulturalservices.org.uk

www.bscmulticulturalservices.org.uk

Data Protection Officer

Name: Mohammed Mainul Alam

The type of personal information we collect

We currently collect and process the following information including special category data:

- Name
- Address
- Contact details such as phone numbers and email address
- Financial details
- Employment status
- Health condition
- Ethnicity
- Age
- Gender
- Religion

Some of the above information we collect is special category data. The UK GDPR defines special category data as follows:

- personal data revealing **racial or ethnic origin**;
- personal data revealing **political opinions**;
- personal data revealing **religious or philosophical beliefs**;

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- personal data revealing **trade union membership**;
- **genetic data**;
- **biometric data** (where used for identification purposes);
- data concerning **health**;
- data concerning a person's **sex life**; and
- data concerning a person's **sexual orientation**.

Article 9 of UK GDPR lists the conditions for processing special category data as follows:

- (a) Explicit consent
- (b) Employment, social security and social protection (if authorised by law)
- (c) Vital interests
- (d) Not-for-profit bodies
- (e) Made public by the data subject
- (f) Legal claims or judicial acts
- (g) Reasons of substantial public interest (with a basis in law)
- (h) Health or social care (with a basis in law)
- (i) Public health (with a basis in law)
- (j) Archiving, research and statistics (with a basis in law)

BSC Multicultural Services processes your data on the following bases

- (a) **Explicit consent**

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- So that we can support you appropriately
- For anonymised statistical purposes

We also receive personal information indirectly, from the following sources if they feel that we can better support you.

- GP surgeries / health professionals
- Social Care
- Housing organisations
- Other statutory/voluntary/private sector organisations

We use the information that you have given us in order to understand your needs better so that we can support you appropriately.

We may share this information with the following organisations but only with your permission:

- GP surgeries / health professionals
- Social Care
- Housing organisations
- Other voluntary organisations
- Other relevant statutory/voluntary/private sector organisations

All information shared/transferred will remain within the UK.

Under Article 6 of the General Data Protection Regulation (GDPR), the lawful bases for processing information are:

(a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose.

(b) Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.

(c) Legal obligation: the processing is necessary for you to comply with the law (not including contractual obligations).

(d) Vital interests: the processing is necessary to protect someone's life.

(e) Public task: the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.

(f) Legitimate interests: the processing is necessary for your legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if you are a public authority processing data to perform your official tasks.)

BSC Multicultural Services collect your data on the following bases:

(a) **Your consent.** You are able to remove your consent at any time. You can do this by contacting BSC Multicultural Services.

(f) **We have a legitimate interest.**

How we store your personal information

Your information is securely stored (electronic and hardcopies) at BSC Multicultural Services.

Our organisation uses computers, laptops, and smart phones. All devices are fully encrypted, require a passcode or password to access and access can be removed at any time.

BSC Multicultural Services has put in place appropriate technical and organisational security measures to prevent your personal data from being accidentally lost, used or accessed in any unauthorised way or altered or disclosed.

We keep the information you provide as according to any specified records retention and disposal schedule provided by our funders. In the absence of a records retention and disposal schedule, or a statutory retention period, the information shall not be retained for longer than is necessary to fulfil the specified purpose or purposes.

We will then dispose your information securely by deleting all electronic data from the hard drive and either cross shredding all hardcopies internally or using a reputable shredding service.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@bscmulticulturalservices.org.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at

BSC Multicultural Services
Room 29, 19 Tower Street
Ipswich
IP1 3BE

01473 400081

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>