

# Data Protection information

## Fair Processing Notice

### What does Catch22 do?

Catch22 is a national organisation that works across England and Wales delivering services in a variety of settings. These include schools, colleges, social care, victim services, family support, prisons, apprenticeships and employment support.

We have been around for over 200 years and our focus is about making a difference to people by delivering our 3 'P's – having good people around, having a good place to live/study/work, and having good purpose in life. Different services will focus on different aspects, but we aim to address those three elements to support people to thrive.

<p><b>What does this service do?</b></p>	<p>A practical and hands on intensive support programme for individuals and families at risk of eviction. Service Users will generally be at risk of eviction and experiencing difficulties that are impacting on their tenancy and or the local community.</p> <p>The project supports both families and vulnerable individuals, seeking to address the root causes of their presenting issues.</p>
<p><b>What information do we collect and why do we need it?</b></p>	<p>So that we can provide you with a service, we will need to collect some information about you. Some things will be obvious but if you have any queries about any of the information, we ask you for or why we need it, then please ask us. The person referring your case to us will ask your permission to pass on the following information:</p> <ul style="list-style-type: none"> <li>• Full name</li> <li>• Age</li> <li>• Address</li> <li>• Contact number</li> <li>• The background to your situation and any issues that Catch22 needs to be aware of (accessibility issues, support workers, health and safety concerns etc.)</li> </ul>

	<p>We may ask you to give us some more sensitive information (also known as 'special data') like your gender, age, ethnicity, sexual orientation, religion and/or any disabilities. We will explain to you why we need this information and you are free to refuse to give it if you do not wish to do so.</p> <p>During and after your work with us we will record:</p> <ul style="list-style-type: none"> <li>• The family star action plans and reviews</li> <li>• The short- Warwick health questionnaire.</li> <li>• A log of all the communication we have had with you and any other professionals relating to you</li> <li>• Feedback that you and the referrer has provided.</li> </ul>
<p><b>What law applies and which bits set out the legal basis for us to collect and hold your personal information?</b></p>	<p>The two main pieces of law that apply are:</p> <ol style="list-style-type: none"> <li>1. The EU general data protection regulation 2016 (also known as GDPR), and</li> <li>2. The data protection act 2018</li> </ol> <p>We do have to have a legal basis for processing your information and this is:</p> <ul style="list-style-type: none"> <li>• Individual consent (GDPR Article 6.1a)</li> <li>• Performance of a contract (GDPR Article 6.1b)</li> </ul> <p>The 'special data' that we collect has to meet even more of a legal test and our legal basis for collecting this is:</p> <ul style="list-style-type: none"> <li>• Explicit consent (GDPR Article 9.2a)</li> </ul> <p>The Information Commissioner's Office has given further guidance that sets out when these conditions can be used as the legal basis for processing your information and this can be supplied to you if you wish to see it.</p>

<p><b>Where did we get your data from?</b></p>	<p>The data we collect comes from you, from the person referring you to us or other professionals you have consented for us to talk to. They are required to obtain your consent from you to pass on that information and for us to contact you.</p>
<p><b>Who will we share your information with?</b></p>	<p>We will provide the person who referred the case to us with updates about how the support is going.</p> <p>We will only share information about you to other organisations where we have a record that you have agreed for your details to be passed on to another service to provide you with further or additional support.</p> <p>CHIP provides monitoring reports to our partners and referrers, but no personal or sensitive information is provided that will identify you. We do like to provide anonymised case studies, as well as your evaluation and feedback, so that we can improve the service that we deliver, and we will always seek your consent before doing this.</p> <p>Your information will be kept digitally on a secure drive and only people that will have access to your information are staff within CHIP.</p> <p>We may have to share information if we are legally obliged to do so, for example where we have serious concerns about your safety or that of someone else associated with you. In these cases, we would share the relevant information with safeguarding organisations (Social Service, the Police or any other Emergency Service) if you or anyone else is at risk of harm.</p>
<p><b>How long will we hold on to your information for?</b></p>	<p>Your information will be held for the period that your file is 'live' with us. We then hold your information for a further 6 years once your file is closed.</p> <p>Sometimes there may be legal reasons we have to retain the</p>

	<p>information for a specified period of time and there may also be circumstances where it is appropriate within legal and best practice requirements to retain the information for longer, but we will inform you of this.</p>
<p><b>What happens if the information in the records is wrong?</b></p>	<p>You will need to be specific about what information you think may be wrong and why, along with what you think we should do to correct it. If we cannot amend your record in the way you would like, we will explain the reason for this. We will always mark disputed records to show that the record is disputed. You will be able to see a copy of your amended record.</p>
<p><b>What rights do you have over the information that we hold on your behalf?</b></p> <p>You have a number of rights over your data that we are required by law to uphold. You have the following rights:</p> <ul style="list-style-type: none"> <li>• The right to be informed - how we will use your information</li> <li>• The right of access – how to access information we hold about you</li> <li>• The right to rectification – request that information that is held about you and is inaccurate or incomplete be rectified</li> <li>• The right to erasure – requests that under special circumstance information held on you may be removed or deleted</li> <li>• The right to restrict processing –Block or suppress processing of information about you</li> <li>• The right to data portability - Obtain and re-use information held about you for your own purposes across different services</li> <li>• The right to object - Object to processing of information about you</li> <li>• The right to withdraw consent - at any time where your information is being processed based on that consent, for example where Victim Support is sharing your information based on consent</li> <li>• The right to lodge a complaint with the Information Commissioners Office (ICO)</li> </ul>	

If you would like to request a copy of the information, we hold about you, please contact

[DPO@catch-22.org.uk](mailto:DPO@catch-22.org.uk)

If you think the information, we hold on you is wrong, please speak to your Catch22 worker or contact us on [DPO@catch-22.org.uk](mailto:DPO@catch-22.org.uk) .

If you have any questions about this privacy policy or of our treatment of your personal data, email [DPO@catch-22.org.uk](mailto:DPO@catch-22.org.uk) or write to:

Data Protection Officer Catch22  
27 Pear Tree Street London  
EC1V 3AG

If you feel that we have not processed your data correctly and in accordance with GDPR and the Data Protection Act 2018, you have the right to make a complaint to the Information Commissioners Office (body that regulates Data Protection). Please visit <https://ico.org.uk/> or call **0303 123 1113** in order to lodge a complaint with the regulator.