

### **Overview**

This notice explains what personal data (information) we will hold about you, how we collect it, and how we will use and may share information about you during the application process and while you are resident at Yeldall Manor. We are required to notify you of this information, under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

### **Who collects the information**

Yeldall Manor is a Christian charity offering residential rehabilitation and aftercare to men with drug or alcohol addictions. This privacy notice explains how we use any personal information we collect about you.

Our full name is Yeldall Christian Centres. We are a registered charity, number 1000038 and a company limited by guarantee, number 02482048. Our registered office is Yeldall Manor, Bear Lane, Hare Hatch, READING RG10 9XR.

Yeldall Christian Centres ('Yeldall') is a 'data controller' and gathers and uses certain information about you.

### **Data protection principles**

Yeldall is committed to protecting all personal information we obtain about you, whether you're a resident, supporter, volunteer or staff member. We will only collect and use your personal information for carefully considered and legitimate business purposes and, in certain circumstances, we are legally obliged to do so, in order to run and support our programmes of rehabilitation.

We will never share your information with any other organisation for their own marketing purposes, and we never sell anyone's information.

This notice sets out what information we collect about you, how we will use it and why, and what your rights are.

We will comply with the data protection principles when gathering and using personal information, as set out in our Data Protection and Record Keeping & Confidentiality policies.

### **About the information we collect and hold**

#### What information

We collect information from you and other authorised parties to process your application for residential detoxification and rehabilitation and then to provide you with the appropriate support and accommodation. The information we collect may include:

## Data protection privacy notice (Clients)

- Your name and contact details (i.e. address, home and mobile phone numbers, email address);
- Your date of birth;
- Your gender, racial or ethnic origin, nationality, sexual orientation, religious or similar beliefs;
- Your parental status and children's details;
- Your relationship status and next-of-kin details;
- Your accommodation details (e.g. whether you rent or own a property);
- Your local authority;
- Your employment history;
- Your benefit details and relevant financial situation;
- Information regarding your criminal record and legal history;
- Your medical history including drug and alcohol use, injecting status, HIV status, SADQ score, vaccinations, medication, mental health needs and disability details;
- Your education history and ongoing needs;
- General lifestyle information

### How we collect the information

We may collect this information from you and from the care professionals whose details you will have provided.

### Why we collect the information and how we use it

We will typically collect and use this information for the following purposes (other purposes that may also apply are explained in our data protection policy):

- for compliance with a legal obligation;
- for the performance of a task carried out in the public interest; and
- for the purposes of our legitimate interests, but only if these are not overridden by your interests, rights or freedoms.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

### How we may share the information

We may also need to share some of the above categories of personal information with other care professionals and also the NDTMS. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations. We may also be required to share some personal information with our regulators or funders or as required to comply with the law.

### Sensitive personal information and criminal records information

Under data protection law, certain categories of personal information are recognised as sensitive, including health information, race, religious beliefs, and sexual orientation ('sensitive personal data').

We only collect sensitive personal data if there is a clear reason for doing so. For example, if you are a prospective resident, we will need information about your health in order to ensure that we can provide you with suitable treatment (the provision of social care, article 9, section h). There are also other categories of sensitive data that we are required to collect for the purposes of anonymous government monitoring.

We also need to collect information on previous convictions and current legal status from potential residents of Yeldall in order to safeguard the residents on our programme and provide the most appropriate care for them. Care is taken to ensure that such data is processed in accordance with UK Data Protection law and with the utmost discretion.

### **Where information may be held**

Information may be held at our offices and on our cloud-based server. All data is stored secured in the EEA.

### **Retaining and deleting your information**

We will take all reasonable steps to ensure that the information we hold about you is kept secure and can only be read by the appropriate staff members. We will only hold your personal data for as long as it is required in line with our Data Retention Policy. Please contact us using the details below if you need further details about our Data Retention Policy, or to request that your data be deleted.

### **Your rights to correct and access your information and to ask for it to be erased**

You have the right to ask for a copy of the information that we hold about you: you can request a copy by contacting us (by post – Yeldall Manor, Bear Lane, Hare Hatch, Reading, RG10 9XR, telephone – 0118 940 4411, email – [info@yeldall.org.uk](mailto:info@yeldall.org.uk) or via our website [www.yeldall.org.uk](http://www.yeldall.org.uk)). We may require you to provide documentation to verify your identity and to work out what data belongs to you.

We want to make sure that your personal information is accurate. You may ask us to correct or remove information if you think it is inaccurate.

You also have the right to ask for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. If you have shared sensitive personal information with us, with your consent, you can withdraw this consent at any time. To object or to withdraw your consent, please contact us.

### **Keeping your personal information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.



We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

#### **How to complain**

We hope that Yeldall can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.