

JustUs Privacy Notice for Adults

How we use your personal data

JustUs is committed to respecting your dignity and right to a private life.

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In order to help us do this, we have set out the following explanation of how we process (use, store, share and delete) your personal information, and how you can control how we use your information so that you can decide whether you want to use the service we provide.

Who are we?

JustUs is a Charitable Incorporated Organisation (CIO), registered with, and accountable to, the Charity Commission. JustUs delivers support to people who may be homeless or threatened with homelessness, so they can get any help from the Council and elsewhere, and to keep people safe.

As we process personal data, we are also accountable to the Information Commissioner's Office (ICO).

Legal reason to use your information

Under the Law, we must have a particularly good reason to process your information.

Most of the time, this reason is the clear, informed permission of the person.

When we first meet you, we explain how and why we process your information. We follow data protection principles like only using your information when it is necessary to deliver support. If you do not wish us to share data with other organisations at all, we can still provide useful information about your rights under Housing Law and you can choose which organisations you give permission for us to share your information with.

As part of our work we sometimes share your information for other reasons, for example where we need to protect someone's vital interests, or to comply with the law or other legal obligations (like a court order), or to reduce crime, or when it's in the public interest. In these cases, we do not need your permission but will inform you of such processing whenever it is safe to do so.

You can withdraw your permission at any time by contacting us, but other reasons for processing information may take priority. So, for example, if you told us that you intend to harm yourself but then told us not to tell anyone, we would still contact emergency services etc. to keep you safe.

What information do we collect from you?

We may ask for, and store, personal confidential information about you and your household which we'll use to work out whether the council may have an obligation to house you, and what other help you might be able to get from other organisations. This information may include basic details, like your name, date of birth, address, contact details etc. It may also be necessary for us to ask for extremely sensitive information about your health, racial or ethnic origin, religion, financial situation, abuse that you may have experienced and any criminal issues relevant to your housing.

We only ask for information so we can support you to access housing assistance and other relevant support, or for keeping you and other people safe and for reducing crime. Sometimes other information may be given to us about you (e.g. information about abuse, criminal activity, or other risks) that we may need to pass on to other relevant organisations (e.g. council safeguarding teams, medics, or police).

Information is only held in paper form for a short period of time before it is transferred safely to a secure IT system (and the paper copies are then destroyed). All files containing personal data are encrypted. We advise people against using Facebook to contact us. Clients choosing to contact us on Facebook will be directed to more secure means (e.g. email or telephone) as soon as is possible. The emails we send never contain identifiable client information. If personal information needs to be transferred to other organisations, it shall be done using password-protected attachments.

How and why we use your information.

We use your information to help us work out how can provide relevant information and support about your housing options, and to keep everyone safe. This should make sure that the support we give you is as effective as possible, and it means we can work well with other organisations that may also be supporting you.

We will also use your information to help improve housing support available to the public and ensure our service can meet future needs, but to do this your information will be anonymised. We will also use a client's information to monitor how we spend our funding, but again, this will be anonymised to enable us to do this.

We will invite you to any meetings about you wherever possible, and we aim to keep you up to date with any progress made as soon as possible.

We only use information that is relevant to the task at hand, so even if you have given us information and given permission for us to share that information with another organisation, we will only do so if sharing that information is actually required.

Children's Data

Homelessness Law is directly relevant to anyone aged 16 or above and a person making a homeless application must be this age. However, homeless households often include children younger than this. We assume that people aged 13 and over will have the capacity to freely give us clear permission to process their information unless there is reason to believe otherwise. For children in a household aged 12 or under we rely on the consent of the person who cares for that child, unless we think that it would be against the best interests of the child to seek such parental consent. As for adults, we may also use your information without your permission to keep people safe or reduce crime, or if it is to comply with legal obligations.

We shall limit the number of children's personal data that we process as much as is possible. It will often be enough to process only details like age and gender, but in some cases, we may need children's names and dates of birth along with any medical factors that would affect the suitability of any future accommodation.

Destruction of data

JustUs will retain personal data for as long as is necessary to deliver support to you, including pursuing complaints after you are housed, and we will keep it for 12 months after your most recent contact with JustUs in order for us to respond to any complaints, as per our complaints policy, unless you specifically ask us to delete it before then. There will be times though where issues have been identified during the delivery of support that raise wider issues about organisational failures. In these situations, we may process personal data when it is necessary for reasons of substantial public interest. If this is the case, we will inform the individual of this as soon as we reasonably can and will anonymise it where possible.

Your rights

Data Protection Law gives you some particularly important rights over how we use your personal information:

- You have a right to know what information we are using about you as well as who we have shared the information with, why we are using it, how you can complain if there is a problem and where we have got the information from. You can ask us for a copy of any records about you. We must provide these copies within 1 month of the request, but we will obviously try to do this much sooner.

- You have the right to object to how we have used your data if it were to keep you or others safe or to reduce crime.
- You have a right to tell us to delete your information where we no longer need it for the reason we collected it or then used it.
- If you think the information we have about you is incorrect, you can make us stop processing it until it is corrected, and you can make us delete your information if we don't have a legal reason to have it.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@justus.org.uk

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>

Review

This policy will be reviewed every year.

If someone wants to know more about how we process their data, or objects to the way we are processing personal data, they can contact us on info@justus.org.uk

Adopted: August 2020

Last Reviewed: February 2024

Next Review Date February 2025

