General Data Protection and Confidential Information Sharing Statement for Beneficiaries of Refugees Welcome Services

This Statement refers to all activities undertaken by Refugee Welcome as an organization with regard to the collection, processing and secure storage of any personal data required for the purpose of running the organization as it applies to all families / individuals supported by Refugees Welcome.

Information we hold about you:

- All information we hold about you will be with your express verbal consent. We will only collect information you are happy to provide.
- If you are being supported as part of one of our resettlement programmes, we will need to ask for your contact details and we may need to ask for your date of birth and other personal information to help us work with you
- We may occasionally use surveys to find out how are services are being received by our families. These are voluntary and all information will be gathered with your consent. This information will be kept securely by our partner service CVSCE under their GDPR policy and anonymized for use by Refugees welcome to inform our work.
- We may occasionally ask families to provide stories, photographs of activities you have enjoyed or information such as favorite recipes to put on our Refugees Welcome website or in a newsletter to encourage people to support our work. This would be entirely your choice, with your consent and can be anonymous.

Sensitive personal data:

- Under data protection law, certain categories of personal information are recognized as sensitive, including health information and information regarding race, religious beliefs, and political opinions etc.(‘sensitive personal data’).
- We may ask for this information where it is necessary to provide our service to you or it helps us to support those families with specific needs, or in helping you to access other relevant services which we cannot provide. **In which case consent will be sought from the individual/s concerned at the time.**

How do we protect your personal information?

- Where we keep information electronically our data management takes all appropriate measures to keep your data safe both physically and electronically and to keep your data up to date and only hold your details for as long as is reasonable and necessary.

- Access to your information is restricted to the CVS Volunteer Support Worker and a small number of Trustees, who require a special login account to access the data. This is stored in line with the Home Office Guidelines for storing sensitive personal data (details of this can be found on the Home Office website: https://www.gov.uk/guidance/official-sensitive-data-and-it)

Do we disclose the information we have about you to other people?

We will never share your data with anyone unless:

- We are required to do so by law or in response to a court order or law enforcement agency

- In an emergency, for example where we think someone is at serious risk of being harmed or in immediate danger, we may contact the police, a local health or relevant safeguarding team to intervene.

- You have given your consent.

Your right of access to your data

You have the right to ask for a copy of the personal information we hold about you or request any changes to your personal details by emailing us. If you wish to exercise these rights, please contact: refugeescheshireeast@gmail.com

2021 and ongoing