



PRIVACY NOTICE FOR CLIENTS

Hackney Migrant Centre (HMC) (“we”, “us” or “Hackney Migrant Centre”) are committed to protecting the privacy and security of your personal information.

This privacy notice describes how we collect and use personal information about you during and after your working relationship with us, in accordance with data protection laws.

WHY WE ASK FOR AND USE YOUR INFORMATION

When you ask HMC for help and join us as a client we will ask you for some personal information. This information is really important to us. It helps us work with you to give you the support you need.

We also use your information to make sure our services are effective (working well).

Another way we use your information is to help our campaign work to secure changes in policy locally and nationally. When we use your information in this way you will not be identified as an individual.

You don't have to give us information if you are uncomfortable in telling us certain things. But there will be some information you will need to give us if you want to use all of our services.

When you become a HMC client you enter into an arrangement with us. We provide help and advice to support you. In return, you provide us with the information we need to provide you with the right help.

OUR LAWFUL BASIS FOR USING YOUR DATA

Under the law, HMC must have a lawful basis to collect and process information about you and other members.

We have assessed that we use your data pursuant to the following lawful bases:

- in accordance with the **consent** you have given to us, usually to help us give you the support you need;
- so that we can do our job properly as an organisation, including helping change policy and make our services better. This is known technically as **legitimate interest**;
- in line with our **contractual obligations** where you have agreed we can use your data as we say we will in this privacy notice;
- to protect **vital interests**, for example where we reasonably think there is a risk of very serious harm to you or someone else;
- to comply with **legal or regulatory requirements**.

HOW WE KEEP YOUR INFORMATION SAFE

The information you give us – your ‘data’ - is kept safe and secure whether it is on paper or on our computer systems. Your information is used carefully by members of the HMC team to support the work they do for you.

Under UK law we cannot share your information with anyone or any organisation outside HMC without asking you first, except in the following situations:

- We have to share information to protect the safety and well-being of someone (including you) we believe to be at risk of harm.
- We have to share information if the police ask us to support a serious criminal investigation, or if we are directed to hand over information through a court order.

YOUR CONSENT IS IMPORTANT

We do not add certain information about you to our databases without your consent. This information includes:

- your racial or ethnic origin
- your health information
- your religious and philosophical beliefs
- your sexual orientation
- biometric data (although we currently do not collect this sort of information which includes things like fingerprints)

We will always ask for your consent to add this type of information to our database.

We will always ask your consent to use it, except where the law says we don't have to, or to protect your health in an emergency.

If we need to use any of your data for a different reason than why we collected it, we will let you know why and how it will be used. For example, if we wanted to use your information in our research or policy work in a way that might identify you, we would always ask you and secure your consent first.

If you visit HMC's offices, you may be recorded on CCTV. We use CCTV to protect the health and safety of those people who work or visit us, and also for the prevention and detection of any criminal activity that takes place on our premises.

HOW WE COLLECT YOUR INFORMATION

We will collect information from you when you have your first appointment with us and update it regularly on our database during your time with us.

You will give us most of the information we hold. But the HMC staff or HMC volunteers or HMC-engaged external advisers who you work with may also add information about you to our databases.

Organisations you have been involved with outside HMC could give us information about you too. This information will only be shared with your consent and agreement unless the information is shared to keep you or someone else safe from possible harm.

The type of information we keep could include:

- your contact details (phone, address, and email)
- information about the type of help you want from us and the reasons
- information on your nationality
- information about your immigration status
- information about your housing
- information about your finances
- information about your health
- documents and emails produced by the HMC staff/volunteers who support you
- correspondence with or about you

HOW LONG WE KEEP YOUR INFORMATION

We will keep most of your personal data for six years after you have stopped using our services. Sometimes we may have to keep it longer. This is unusual, but if an external organisation helps with funding the services you use they may ask us to keep details for longer.

For clients who did not have Leave to Remain at date of last contact we will keep minimal records for 20 years.

YOUR RIGHTS AND INFORMATION

You have rights and control about how your information (data) is used under the data protection laws.

These laws mean:

- you can ask us to show you all of the information we have about you
- you can ask us to correct anything that you think is wrong
- you can ask us to erase your personal data from our systems
- you can tell us you are not happy about our reasons for collecting and processing your data
- where it is possible (and in limited circumstances) you can ask for your information to be transferred to another provider of a similar service
- you can change your mind – if you have given us permission to process and keep your information, you can withdraw this permission in some circumstances
- you can complain if you think we have broken the data protection laws.

HOW TO COMPLAIN

Complaints about data protection can be handled by the government's Information Commissioners' Office. You can contact them at <https://ico.org.uk/concerns/handling/>

But, we would always like to try to help you first. So, if you are unhappy about the way you think your information is being dealt with at HMC, please speak to the Director of Operations for support first.

Legal notice: HMC is a data controller of data for the purposes of the data protection laws.

Date of next review: Autumn 2021