

## **Privacy Notice**

At the Shiney Advice and Resource Project (ShARP) we are committed to safeguarding the privacy of our service users and website visitors; this privacy notice sets out how we will treat your personal information.

We will use your personal information within the requirements of the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

### **How do we collect information?**

To do our work, we collect and process personal information from people who are seeking information or advice from us. We only ask for the information we need to be able to deliver advice and guidance, we will explain why we are requesting the information and we will always treat the information as private and confidential. The information collected may include:

- Personal details required to help you gain the information or advice needed. This usually includes, but is not limited to, your name and address, date of birth, contact telephone number and National Insurance number
- Recording of personal details shared during conversations or correspondence that may need to be shared with your consent to third party organisations to deliver services to you e.g. creditors
- Personal information if there are significant safeguarding and/or risk concerns for your wellbeing or that of another person.
- Data needed for our monitoring and feedback
- Information needed to help improve our services.

The personal information we collect from you can be collected at any time during your contact with ShARP and this can be from:

- Any paper forms filled in by yourself or a member of staff
- Verbal information you give us
- Forms on our website or sent via E-Mail
- Photographs, videos or audio recordings
- Information required by regulators e.g. accident and incident records

References to “we” and “us” means the Shiney Advice and Resource Project (ShARP), Registered Charity number 1065786, Registered Company Limited by Guarantee number 479232. Our registered address is; 17 Beatrice Terrace, Shiney Row, Houghton le Spring, Tyne and Wear, DH4 4QW.

If you have any questions please telephone ShARP 0191 385 6687 or e-mail: [general@shineyadvice.org.uk](mailto:general@shineyadvice.org.uk)

### **How is your information used?**

If you are receiving information or advice from ShARP we will need to process your personal information.

We will keep all your personal information confidential and in a unique record specific to you. We use an electronic Case Management system (IIZUKA Case Manager) to record the information and advice that we give to you. Access is restricted and no one is allowed to access the system without the appropriate training and authorisation. This Case Management system meets the GDPR standards and enables us to safely store all the information that is provided to us as well as allowing us to track information and advice we have given to you previously.

Information that we will keep on the Case Management system can be:

- Personal details required to help you gain the information or advice needed. This usually includes, but is not limited to, your name and address, date of birth, contact telephone number and National Insurance number
- Detailed appointment notes
- Letters sent or received by us on your behalf.
- Benefit Check results
- Financial Statements
- Benefit Gains
- Signed Authorisation
- Information you might give to us so that we can work safely with you

We will only process your personal information with your consent and signed consent will be needed if we were to communicate with any third parties on your behalf, such as creditors or other organisations.

We will not, without your consent, supply any of your personal data to any third party except where:

- There is a significant risk of harm or safeguarding concerns;
- We are required to do so by law enforcement or regulatory bodies where this is required or allowed under the relevant legislation.

We will **never** share or sell your personal data to a third party organisation for marketing, fundraising or campaigning purposes.

To ensure that our service meets a high quality some files will be internally checked to ensure that information is being processed and stored correctly. Files may also be checked by external auditors from Sunderland City Council and Advice Quality Standard. These organisations are bound by strict confidentiality policies when providing this service.

We may use your information in statistical reports, these statistics will be anonymised so that no individual can be recognised in them.

### **What if you apply for a job or a volunteering position?**

If you apply for a job or a volunteering position with us your personal information will be collected and processed with your application. If we need to obtain a Disclosure and Barring Service (DBS) statement, we will inform you in advance and collect the

relevant documentation. If a reference or referee details is required, then we will ask in advance unless written consent has been given in advance.

Personal information of unsuccessful applicants will be held for 12 months after the recruitment process is complete and if in this time another suitable vacancy becomes available we will contact them. However, applicants can ask us to remove their information before this time. The request should be made in writing to [s.copley@shineyadvice.org.uk](mailto:s.copley@shineyadvice.org.uk)

Once you have taken a role or a volunteering position with us we will create a confidential personnel file. The information contained in this file will be kept in a secure and locked place and will only be accessed by management for purposes relevant to your employment or position. Once your employment or position with us has ended we will retain the information in accordance with the law.

### **How long will we hold your information?**

We will only store your information for a specific amount of time, depending on the law or specific regulations which apply to it. We may also need to retain your information to comply with any contractual obligation we might have. Once the data retention period has expired, the information will be confidentially disposed of or permanently deleted.

### **What are your rights?**

Under the General Data Protection Regulations (2018) you have the following rights:

- The right to be informed about what information we process.
- The right to access the information that is held.
- The right to have any information rectified if it is inaccurate or incomplete.
- The right to be forgotten by an organisation or service.
- The right to restrict processing if there is an objection to it.
- The right to object to direct marketing and profiling.
- The right to not be subject to automated decision making.
- The right to lodge a complaint with the Information Commissioners Office (<http://ico.org.uk>)

### **What information does our website store?**

When visiting our website, a cookie can be created. Cookies are usually small text files, given ID tags that are stored on your computer's browser directory or program data subfolders. Cookies are created when you use your browser to visit a website that uses cookies to keep track of your movements within the site, help you resume where you left off, remember your registered login, theme selection, preferences, and other customization functions. The website stores a corresponding file (with same ID tag) to the one they set in your browser and in this file they can track and keep information on your movements within the site and any information you may have voluntarily given while visiting the website, such as email address.

You can block or restrict cookies set by any website through the browser settings on each browser you use, on each device you use to access the Internet, this is usually found in the Privacy or History section of the settings or Options.

Cookies can also be deleted from the Privacy or History section of the Settings or Options of the Internet browser.

### **What if I have a complaint?**

If you have a complaint about the way we have handled your data or matter you can request a copy of our Complaints Policy and Procedure from ShARP in person, by telephone or by email: [s.copley@shineyadvice.org.uk](mailto:s.copley@shineyadvice.org.uk)

Shiney Advice and Resource Project, 17 Beatrice Terrace, Shiney Row, Houghton le Spring, Tyne and Wear, DH4 4QW

Telephone: 0191 385 6687

The Data Controller is the ShARP Board of Directors

The Data Protection Officer is Chief Officer Sylvia Copley  
[s.copley@shineyadvice.org.uk](mailto:s.copley@shineyadvice.org.uk)