

**This privacy notice applies to the data that EBIAC collects about individuals who interact with our organisation. It explains what personal information we collect and how we use it.**

**WHO WE ARE**

We are East Belfast Independence Advice Centre a company registered in Northern Ireland, with registered office at 55 Templemore Avenue, Belfast BT5 4FP, and registered number: NI40485. We are registered with the Charities Commission Northern Ireland, number: NIC 101850.

We provide EBIAC provides an independent, confidential and free advice service to the community in East Belfast. We advise on welfare benefits, housing, employment, debt, consumer issues etc.

**PERSONAL DATA THAT WE PROCESS**

EBIAC is committed to protecting the privacy and personal data of all those who interact with us. We are registered with the Information Commissioner’s Office and all personal data we hold is held in accordance with EU General Data Protection Regulation (GDPR). In compliance with GDPR, personal data may only be held and processed where there is a lawful basis for doing so. The lawful basis adopted by EBIAC will vary depending on the purpose with which you interact with us.

The following table explains the types of data we collect and the legal basis on which this data is processed:

<b>Purpose</b>	<b>Data (key elements)</b>	<b>Legal Basis</b>
Enquiring about EBIAC and its work	Name, email address, phone no., message	Legitimate Interests – it is necessary to read and store your information so that we can respond in a way you would expect.
Asking us to provide advice and assistance	Full name, address, date of birth, phone no., National Insurance Number, disability, housing status, current welfare benefits, income	Consent – Oral consent. Once you have consented to us keeping a record of your case. We will use the information that you have given us to progress your advice case. We may also use it for quality and monitoring purposes. In the case of our

<b>Purpose</b>	<b>Data (key elements)</b>	<b>Legal Basis</b>
	<p><b>Special category data:</b> gender, race, ethnicity, religion, health status, sexual orientation</p>	<p>helplines we will obtain your consent over the phone.</p> <p>The special category data is used for monitoring purposes and is provided to our funders in an anonymised format.</p>
<p>Participating in our training courses and / or events</p>	<p>Name, address, organisation, email address, invoicing details</p> <p>Photographs, video and/or sound recordings of events and training sessions</p>	<p>Contract – by booking onto a course and / or event you have entered into a contract of service for us to provide you with training. If your course is accredited we are required to share your information with the relevant accrediting body.</p> <p>Consent – we sometimes use photographs, video and/or sound recordings in printed and electronic media, for promotional, educational and archival purposes. We ask for your consent before doing so.</p>
<p>Applying for a job with EBIAC</p>	<p>Name, address, email address, phone no., unspent criminal convictions</p>	<p>Legitimate Interests – it is necessary to store this information about you so that we can undertake the volunteering recruitment process including an Access NI check.</p>
<p>Volunteering with EBIAC</p>	<p>Name, address, email address, phone no., unspent criminal convictions</p>	<p>Legitimate Interests – it is necessary to store this information about you so that we can undertake the volunteering recruitment process including an Access NI check.</p>

## **HOW DO WE STORE YOUR DATA?**

We store advice client information on Advice Pro which is a fully-managed, secure web-based case management system. The client data in Advice Pro is held within the UK in a secure data centre compliant with Information Security Code of Practice ISO27001.

All other electronic data is stored on our own internal servers. Where data is held in hardcopy it is stored in secure filing systems and no unauthorised personnel has access to them.

## **HOW DO WE PROTECT YOUR DATA?**

EBIAC takes protecting your data very seriously. With this in mind, we will treat your data with the utmost care and take all appropriate steps to protect it. We have clear data protection and information security policies and procedures in place (in addition to Regulatory and other legal obligations to keep your data safe) and these are regularly assessed as part of our Quality Standards and compliance processes.

When we use third party services and cloud services to process personal data we take due diligence to make sure that they are reputable and have appropriate data protection practices.

We take all necessary measures to protect our IT system to safeguard against potential cyber threats.

## **HOW LONG WILL WE KEEP YOUR DATA?**

We only keep your data for as long as is necessary and for the purpose(s) for which you provided it to us.

In some cases, we retain records for the length of time that we are legally obliged to do so (for example, invoices, payment information, job applications and monitoring information). In other cases, we apply our retention schedule when we no longer require personal data and ensure its secure deletion or disposal.

## **WHO DO WE SHARE YOUR PERSONAL DATA WITH?**

If you contact us for advice and we are unable to help, we may refer you to another organisation which in our opinion will be able to help you. We have referral agreements in place with a selection of organisations depending on what your issue is. We will always ask for your consent before we make a referral or share any of your personal information.

We also outsource some of the activities of our organisation this includes IT support, Access NI search, auditors and data storage. Where we engage the services of other organisations we will always ensure that

- We will only provide the information they need to perform their specific services.
- They may only use your data for the exact purposes we specify in our contract with them.
- We work closely with them to ensure that your privacy is respected and protected at all times.

- If we stop using their services, any of your data held by them will either be deleted or rendered anonymous.

## **WEBSITE COOKIES**

A cookie is a small text file which is placed onto your computer (or other electronic device) when you access our website. We use sessional (temporary) cookies on our Drupal CMS website to recognise you whenever you visit this website (this speeds up your access to the site) and make your online experience more efficient and enjoyable.

The information we obtain from our use of cookies will not usually contain your personal data. Although we may obtain information about your computer or other electronic device such as your IP address, your browser and/or other internet log information, this will not usually identify you personally. In certain circumstances we may collect personal information about you—but only where you voluntarily provide it (eg by completing an online form).

In most cases we will need your consent in order to use cookies on this website. The exception is where the cookie is essential in order for us to provide you with a service you have requested.

If you visit our website when your browser is set to accept cookies, we will interpret this as an indication that you consent to our use of cookies and other similar technologies as described in the privacy policy. If you change your mind in the future about letting us use cookies, you can modify the settings of your browser to reject cookies or disable cookies completely.

## **WHAT ARE YOUR RIGHTS?**

You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases.
- The correction of your personal data when incorrect, out of date or incomplete.
- The deletion of your personal data, for example, when you withdraw consent, or object and we have no legitimate overriding interest, or once the purpose for which we hold the data has come to an end.
- That we stop any consent-based processing of your personal data after you withdraw that consent.

You have the right to request a copy of any of the information that we hold about you at any time, and to have that information corrected if it is inaccurate.

To request a copy of the information we hold on you, please contact The Manager, EBIAC, 55 Templemore Avenue or telephone 02890 735690 or email [mary@ebiac.org](mailto:mary@ebiac.org) Requests will be dealt with within a 30 day period.

If we decide not to action your request, we will explain to you the reasons for our refusal.

## **THE REGULATOR**

If you believe that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling 0303 123 1114. or go online to **[www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)**

This privacy notice was last updated on 1<sup>st</sup> August 2018