

Introduction

Taunton Association for the Homeless Ltd trading as Arc (hereafter "Arc") and are committed to protecting and respecting your privacy.

This notice explains when and why we may collect CCTV recorded images of you, how we use it, how it is kept secure and the conditions under which we may disclose it to others.

Arc is a registered data controller and our Data Protection (ICO) Registration number is Z5477676. Arc will collect and use information about all clients: current and former residents and persons within the community for whom a service is provided (hereafter referred to as "clients") in accordance with data protection principals within the Data Protection Bill 2018 and General Data Protection Regulation (GDPR).

What information we collect about you?

In order to carry out its duties, aims and services Arc must collect CCTV recordings of various locations at Arc owned and/or operated properties. These recordings will be collected via well maintained and secure camera devices and the recordings retained on computer equipment which is held in secure, locked environments.

How we use this information

We process these images, which are considered personal data, to assist with security, law enforcement, risk prevention and reduction and safeguarding. The legal basis for this processing is for the legitimate interest of the company to perform the running of the business and to perform its obligations to its clients and the public.

In addition, some data may be held and processed for the compliance with the legal obligations of the organisation. For example, data will be shared with the Police for crime prevention, reduction and investigation.

Who has access to your information?

The data is held on secure computer equipment within the main office at Lindley House or in locked cabinets at other properties where access is carefully controlled.

Sharing and Disclosing your Personal Information

Arc may disclose certain personal data to external bodies. At all times, the amount of information disclosed and the manner in which it is disclosed will be in accordance with the provisions of the Data Protection Bill and the GDPR.

If your personal data is shared with an external body it will be done so in a manner that is secure and we will only share what is necessary, generally by encrypted memory stick.

Such external bodies may include, but is not limited to:

- Police, Probation service and Law Enforcement bodies
- UK Agencies such as DWP, Benefit or Tax inspectors or Police. Consideration will be taken of your rights and freedoms but also the legal obligations of Arc
- Local authorities

Data is not shared with or transferred to any country outside the EU

How long do we keep your information?

Arc will keep your personal data only as long as it remains relevant, accurate and is absolutely necessary to conclude the purpose(s) for which it was collected in accordance with Arc's Data Protection and Retention of Records policy.

Notwithstanding the above, we will retain documents (including electronic documents) containing personal data:

- To the extent that we are required to do so by law
- If we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and
- In order to establish, exercise or defend our legal rights

Data will be destroyed via secure means when no longer required.

Access to your information and correction

Arc observes individual's rights to access, rectification or erasure of their data within Data Protection and GDPR legislation.

If you wish to request a copy of the personal data we hold about you, you can do so by contacting the Data Protection Officer, details as below. Subject to the complexity of the data held, Arc will endeavour to provide copy data within a period of one calendar month from the date the request is received.

Similarly, if you wish to rectify any of the data held about yourself or request full or partial erasure you should make such a request to the Data Protection Officer. Any such request will be considered within the legitimate interest of the business and the individual, taking into account business need, safeguarding and best interest considerations. Where you have provided us with your consent to hold your data, for any specific purpose, you have the right to withdraw that consent at any time.

How to contact us

In the first instance, you can contact your key worker who will undertake to assist your queries.

You can also contact Arc Data Protection Officer as follows:

Victoria Hobbs
7 The Crescent
Taunton
TA1 4EA
vhobbs@arcinspire.co.uk

Or if you wish to make a complaint to the supervising authority or find out more about Data Protection obligations, please contact

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Tel: 0303 123 1113