

Chinese Community Centre-Birmingham

Data Protection and Privacy Policy

Chinese Community Centre-Birmingham (**CCC-B**) takes your data and privacy very seriously.

This policy sets out what personal data we collect; what we use it for; how we store it; how you can access it; how long we retain it and how CCC-B disposes of it in accordance to GDPR (General Data Protection Regulation) and the Data Protection Act 2018.

CCC-B is a company limited by guarantee (No.3093200) and a registered charity (No.1076290). Our registered office is Q Lorc Resource Centre, 99 Bradford St, Digbeth, Birmingham B12 0NS.

This policy applies to information we collect about:

- people who join our membership scheme
- people who use our services and activities or attend events
- people who visit our website
- staff and volunteers

Membership is not required to access services, activities or events.

1 The information we collect about you

Membership/ General

- 1.1 name/title
- 1.2 date of birth
- 1.3 gender
- 1.4 employment status
- 1.5 Address
- 1.6 contact details including landline, mobile, WeChat, email address
- 1.7 languages spoken
- 1.8 name of GP surgery
- 1.9 Ward and constituency
- 1.10 NHS number
- 1.11 Next of kin details

For **family membership**, we also ask for names, ages and gender of dependent children.

Advice service

- 1.12 Date of first contact
- 1.13 National Insurance number
- 1.14 Disability
- 1.15 Immigration status
- 1.16 Housing status
- 1.17 Welfare benefits
- 1.18 Marital status

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Revised in July 2021

Next review by the end of January 2022

Carer Support

For carer support, additional personal information is recorded about both carers and the cared-for to the Forward Carers Project:

- 1.19 Caring responsibilities
- 1.20 Disability
- 1.21 Ethnicity
- 1.22 Sexuality
- 1.23 Health problems
- 1.24 Referral route (where applicable)

Consent to data processing for carer support is given on the understanding that your data may be seen and used by third parties outside of our control.

Hong Que Day Service

For HQ Day Service, additional personal information is recorded to meet the needs of the service users, including cultural needs:

- 1.25 Religion
- 1.26 Ethnicity and language
- 1.27 Emergency contact/s
- 1.28 Health condition
- 1.29 Medications
- 1.30 Special dietary needs
- 1.31 Personal care + support needs
- 1.32 Social service review dates
- 1.33 Method of funding
- 1.34 Profile photograph
- 1.35 Care plan/ individual service order

Activities & Events

For non-members booking activities or events, we record name and contact details of the person booking places. If children are joining in, we take their dates of birth to check eligibility for reduced prices.

Other

We may receive information about you from other sources which we will add to the information which we hold about you in order to help us provide services. For example, for **Hong Que Day Service**, social workers may send Individual Service Orders and care plans relating to individual service users. We would assume third party has obtained consent to share data with us.

Staff and Volunteers

We hold the following data for staff and volunteers for recruitment, payroll, equality and health and safety reasons etc:

- 1.36 Recruitment data and Professional information – skills and qualifications, languages
- 1.37 Name, Address, Contact Details, Next of Kin

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- 1.38 Health and disability information – vaccination and testing records
- 1.39 Financial and payroll information – bank details, salary, tax code, NI number
- 1.40 Additional personal and sensitive information – Racial/ Ethnic Origin

A consent form will be provided to each staff, volunteer and service users each year providing consent on holding their personal information and any new requirements from government.

2 Marketing

We will use names and addresses to send our quarterly bulletin to our members by post.

If you give consent, we will contact you by text message/WeChat to inform you of activities and events.

We will not sell or give your personal data to third parties.

3 Cookies and other information-gathering technologies

Our website uses cookies. Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. These cookies allow us to distinguish you from other users of the website which helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

4. Data Sharing

In order to provide services, we share data with other agencies. We will only do so if you give your written consent first.

In a safeguarding situation involving adults or children, we may have to contact the relevant safeguarding board. Consent is not required in these situations

5. Storing & deleting data

Data is kept in a combination of paper and electronic documents.

Membership and advice service data is entered into our computer database (AIMS) which we use to record contact with clients and members, and activities undertaken. The database is password protected.

The paper membership application and renewal forms are stored in a cabinet which is kept locked.

Data for the Carer Support project is entered into an online database owned by Forward Carers, the project manager. The database is password-protected. It is accessible by all partners in the Forward Carers consortium, a network of 19 organisations including Birmingham City Council and the NHS. Consent from the carers AND cared-for is required for data to be processed.

Data for Hong Que Day Service members is stored in a combination of paper and electronic records. The paper files are kept in a locked cabinet

We retain records for up to 7 years in order to comply with our legal and contractual duties. Records are securely disposed of after 7 years.

6. How we protect your information

We have put in place the following security procedures and technical and organisational measures to safeguard your personal information: firewalls, browser certification technology, encryption, limited access, use of passwords.

We will use all reasonable efforts to safeguard your personal information. However, you should be aware that the use of the Internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal information which is transferred from you or to you via the Internet.

7. Overseas transfers

The information you provide may be transferred to countries outside the European Economic Area (EEA) that do not have similar protections in place regarding your data and restrictions on its use as set out in this policy. However, we will take steps to ensure adequate protections are in place to ensure the security of your information. The EEA comprises the EU member states plus Norway, Iceland and Liechtenstein. By submitting your information you consent to these transfers for the purposes specified above.

8. Access to your information and updating and correcting your information

You have the right to request a copy of the information that we hold about you, under GDPR regulation. If you would like a copy of some or all of your personal information, please send an email to chloeyip@ccc-b.org.uk or send a letter to Chloe Yip at Chinese Community Centre-Birmingham, Q Lorc Resource Centre, 99 Bradford St, Digbeth, Birmingham B12 0NS. If you make repeat requests to see the same information or we believe you are making frivolous requests, we will charge a fee.

We want to ensure that your personal information is accurate and up to date. If any of the information that you have provided to CCC-B changes or is incorrect, please inform us as soon as possible.

9. Your consent

By giving us your personal information you consent to the use of that information for the specific purposes for which it is given. We will only use your personal information for the purposes you state.

10. The right to be forgotten

You have the right to request that your data be deleted from our system. We will securely dispose of data although we may be contractually required to retain data in an anonymised form for monitoring and evaluation purposes.