

Privacy Policy

At CACH we collect and use your personal information to help solve your problems, improve our services and tackle wider issues in society that affect people's lives.

We only ask for the information we need. We always let you decide what you're comfortable telling us, explain why we need it and treat it as confidential.

When we record and use your personal information we:

- only access it when we have a good reason
- only share what is necessary and relevant
- don't sell it to anyone

At times we might use or share your information without your permission. If we do, we'll always make sure there's a legal basis for it. This could include situations where we have to use or share your information:

- to comply with the law - for example, if a court orders us to share information. This is called 'legal obligation'
- to protect someone's life - for example, sharing information with a paramedic if a client was unwell at our office. This is called 'vital interests'
- to carry out our legitimate aims and goals as a Partnership/Organisation, for example, to create statistics for our national research. This is called 'legitimate interests'
- for us to carry out a task where we're meeting the aims of a public body in the public interest - for example, delivering a government or local authority service. This is called 'public task'
- to carry out a contract we have with you - for example, if you're an employee we might need to store your bank details so we can pay you. This is called 'contract'
- to defend our legal rights - for example, sharing information with our legal advisors if there was a complaint that we gave the wrong advice

We handle and store your personal information in line with the law - including the General Data Protection Regulation and the Data Protection Act 2018.

How CACH collect your data

We will receive your data either directly from yourself or from a referring agency. We will receive this data verbally in a face to face meeting, over the telephone, via our secure online report form, secure email or via a paper report form if you chose to send it through the post.

What CACH ask for

We will only ask you for and store information that is relevant to your case and how we can help you. We may also need to ask you for some 'special sensitive' data such as your ethnicity, sexual orientation etc as we wish to ensure that our service is accessible to all. This information is also sought by some funders. This information can be kept separately from your personal data if requested.

How CACH use your information

We only use your identifiable personal data to try to resolve the issue that you have spoken to us about.

Your special sensitive data will be recorded for the purposes outlined above.

Working on your behalf

When you give us authority to act on your behalf we may need to share information with a third party such as your housing provider. We may also need to contact local authority departments and other support agencies. We will always ask for you to give us authority to act before sharing information.

How CACH store your information

CACH store your information in a secure database that is only accessed by the CACH Coordinator. We will store signed consent forms in a secure filing cabinet at our main office.

CACH share your information

We will not share any identifying information about you without gaining consent unless required to do so by law or in some very limited situations, like to protect you or someone else from serious harm.

Contact CACH about your information

If you have any questions about how your information is collected or used, you can contact our office.

Telephone: 0797 149 7988

You can contact us to:

- find out what personal information we hold about you
- correct your information if it's wrong, out of date or incomplete
- request we delete your information
- ask us to limit what we do with your data - for example, ask us not to share it if you haven't asked us already
- ask us to give you a copy of the data we hold in a format you can use to transfer it to another service
- ask us stop using your information

Who's responsible for looking after your personal information?

The CACH Coordinator is the Data Controller for your information.

You can [find out more about your data rights on the Information Commissioner's website](#).

Review schedule:

Last Review	Reviewed By	Updated Yes/No	Approved by	Next Review Date
July 2018	CACH Coordinator	Yes	CACH Chair	May 2019