



CHAT and Your Data

General Data Protection Regulations (GDPR) and what it means for you at CHAT.

In order to help you with your case, we need to record information about you (data). This leaflet explains how the data you give to us will be handled with care, and that you can trust us to always respect your privacy and your rights.

Bringing Hope throughout Mid-Devon

If you ask us to help you with something, we will record personal data such as your name, addresses, contact details and date of birth. We need this information to understand how we can help and offer the support you need. Some information (e.g. about your health) is extra-special and we will check that you are happy for us to record it – you can say no and it will not affect us working with you. Any of the CHAT team who are directly involved with helping on your case may look at and use your data. An external auditor, who checks the quality of our advice to you, may also look at your data if you have told us you are happy for that to happen. We do not sell your information to anyone, and we only share what is necessary.

Sometimes we may have to share or use some of your data without your permission. We will only do this if there is a legal reason to do so – for example if a court orders us to share it, or if we need to share information to protect someone's life in a medical emergency. We will ask your permission before adding you to any newsletter lists, including our client information newsletter, and with everything we send out we will tell you how to opt out. If we speak to someone else about you (your GP for example) we will only record information we believe to be true and accurate and necessary to progress your case.

We keep any written information locked away, and all electronic on an encrypted database. When we no longer have any reason to keep your data we will destroy it safely. If you wish to receive a copy of the personal information we hold about you, ask us to make any corrections, or to stop holding your information, then please contact us.

If you are unhappy with how we are processing your information please contact us. If you are still unhappy after receiving our response, you can raise your concern with the Information Commissioner's Office (ICO): Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF. ICO Helpline: 0303 123 1113



If you have any questions please ask your advisor or contact:
Data Protection Lead - Denise Henson
or CEO - Alison Padfield
theoffice@chatmid.co.uk 0800 0590104

All data we process is in accordance with the rules in the General Data Protection Regulations, and the Data Protection Act 2018. More information (including our Data Protection Policy and our full Privacy Notice) is available at www.chatmid.org/policies

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