



Data Protection information

Fair Processing Notice

What does Catch22 do?

Catch22 is a national organisation that works across England and Wales delivering services in a variety of settings. These include schools, colleges, social care, victim services, family support, prisons, apprenticeships and employment support.

We have been around for over 200 years and our focus is about making a difference to people by delivering our 3 'P's – having good people around, having a good place to live/study/work, and having good purpose in life. Different services will focus on different aspects but we aim to address those three elements to support people to thrive.

What does this service do?	Hertfordshire Beacon is a free, independent and confidential support service provided to anyone in Hertfordshire who has been affected by crime. We have a team of trained case managers to help you cope and recover from the impact of crime. This can include emotional and practical support, restorative practices and crime prevention advice and support.
What information do we collect and why do we need it?	<p>So that we can provide you with a service we will need to collect some information about you. Some things will be obvious but if you have any queries about any of the information we ask you for or why we need it then please ask us. The list below covers the key things we will ask for:</p> <ul style="list-style-type: none">• Full name• Date of Birth• Address• Contact number• Email address• Crime type• Crime details• Parent/Carer details (if you are a young victim)

27 Pear Tree Street London EC1V 3AG

T 020 7336 4800 F 020 7336 4801 E info@catch-22.org.uk catch-22.org.uk

Patron: HRH The Princess Royal Catch22 Charity Limited Registered charity no. 1124127

Registered office: 27 Pear Tree Street London EC1V 3AG Company limited by guarantee Company number 6577534

	<p>We may ask you to give us some more sensitive information (also known as 'special data') like your gender, age, ethnicity, sexual orientation, religion and/or any disabilities. We will explain to you why we need this information and you are free to refuse to give it if you do not wish to do so.</p> <p>We need your information for us to remain in contact with you and to keep accurate records of the support you are receiving from or through Beacon.</p>
<p>What law applies and which bits set out the legal basis for us to collect and hold your personal information?</p>	<p>The two main pieces of law that apply are:</p> <ol style="list-style-type: none"> 1. The EU general data protection regulation 2016 (also known as GDPR), and 2. The data protection act 2018 <p>We do have to have a legal basis for processing your information and this is:</p> <ul style="list-style-type: none"> • Individual consent (GDPR Article 6.1a) • Performance of a contract (GDPR Article 6.1b) • Public task (GDPR Article 6.1e) <p>The 'special data' that we collect has to meet even more of a legal test and our legal basis for collecting this is:</p> <ul style="list-style-type: none"> • Explicit consent (GDPR Article 9.2a) • Substantial public interest (GDPR Article 9.2g) • Provision of health or social care (GDPR Article 9.2h) <p>If you provide us with information about the suspect/offender as part of our service to you, we are able to use that under the</p>

	<p>Data Protection Act 2018 Part 2 (14) of Schedule 1 where information is gathered for the provision of confidential counselling, advice or support to you.</p> <p>The Information Commissioner’s Office has given further guidance that sets out when these conditions can be used as the legal basis for processing your information and this can be supplied to you if you wish to see it.</p>
<p>Where did we get your data from?</p>	<p>The majority of the information we hold comes from you. Additionally though, we will hold information that has come from other organisations that may have referred you to our service with your consent, including: -</p> <ul style="list-style-type: none"> • Hertfordshire Police • Other police forces if the crime happened outside of Hertfordshire • Action Fraud • Local authority • Other support organisations <p>It is important to note that we will only contact you where we know that that you have given your explicit consent to the referring agency before they passed on your information to us.</p>
<p>Who will we share your information with?</p>	<p>We will only share information about you to other organisations where we have a record that you have agreed for your details to be passed on to another service to provide you with further or additional support.</p>

	<p>We may have to share information if we are legally obliged to do so, for example where we have serious concerns about your safety or that of someone else associated with you. In these cases we would share the relevant information with safeguarding organisations (Social Service, the Police or any other Emergency Service) if you or anyone else is at risk of harm.</p> <p>We do use a computer system to hold your information. This is supplied by Footwork Solutions and they are required to evidence the security they have for their system as part of our contract with them. Only our staff have access to your information that is held on there.</p>
<p>How long will we hold on to your information for?</p>	<p>Your information will be held for the period of time that your case is 'live' with us. We then hold the information for up to 6 years in case you return to the service for further support and to be able to report to our commissioner on the work that we have carried out. Sometimes there may be legal reasons we have to retain the information for a specified period of time and there may also be circumstances where it is appropriate within legal and best practice requirements to retain the information for longer but we will inform you of this.</p>
<p>What happens if the information in the records is wrong?</p>	<p>You will need to be specific about what information you think may be wrong and why, along with what you think we should do to correct it. If you can prove the information is incorrect, we will change it. If we cannot amend your record in the way you would like, we will explain the reason for this. You will be able to see a copy of your amended record.</p>

What rights do you have over the information that we hold on your behalf?

You have a number rights over your data that we are required by law to uphold. You have the following rights:

- **The right to be informed** - how we will use your information
- **The right of access** – how to access information we hold about you
- **The right to rectification** – request that information that is held about you and is inaccurate or incomplete be rectified
- **The right to erasure** – requests that under special circumstance information held on you may be removed or deleted
- **The right to restrict processing** –Block or suppress processing of information about you
- **The right to data portability** - Obtain and re-use information held about you for your own purposes across different services
- **The right to object** - Object to processing of information about you
- **The right to withdraw consent** - at any time where your information is being processed based on that consent, for example where Victim Support is sharing your information based on consent
- **The right to lodge a complaint with the Information Commissioners Office (ICO)**

If you would like to request a copy of the information we hold about you, please contact info.Hertfordshirebeacon@catch-22.org.uk or DPO@catch-22.org.uk

If you think the information we hold on you is wrong, please contact us on info.Hertfordshirebeacon@catch-22.org.uk or DPO@catch-22.org.uk .

If you have any questions about this privacy policy or of our treatment of your personal data, email dpo@catch-22.org.uk or write to:

Data Protection Officer
Catch22
27 Pear Tree Street
London
EC1V 3AG

If you feel that we have not processed your data correctly and in accordance with GDPR and the Data Protection Act 2018, you have the right to make a complaint to the



Information Commissioners Office (body that regulates Data Protection). Please visit <https://ico.org.uk/> or call **0303 123 1113** in order to lodge a complaint with the regulator.

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