

## ROSSENDALE REFUGEE SUPPORT GROUP (RRSG)

Charity no: 1204240

### PRIVACY NOTICE

Information about you is called ‘personal information’ Using, storing and sharing information is called ‘processing’ information.

We look after your personal information carefully. This document tells you more about this. It also tells you about your rights.

#### OUR CONTACT DETAILS

Name: Rossendale Refugee Support Group  
Address: c/o Haslingden Community Link, Blackburn Road,  
Haslingden BB4 5PG  
E-mail: [contact.rrsg@gmail.com](mailto:contact.rrsg@gmail.com)  
Website: [www.rrsg.co.uk](http://www.rrsg.co.uk)

#### THE TYPE OF PERSONAL INFORMATION WE COLLECT

You don’t have to give us any personal information if you don’t want to. (But if you choose not to provide certain information e.g. your name, address, date of birth and immigration status, we may not be able to offer you a service.)

We currently ask for the following information:

- **Basic personal details about clients.** We ask all clients for their name, address, date of birth, telephone number, email address, country of origin, languages spoken and whether they are asylum seeking or have refugee status, and about any current needs that we may be able to help with.
- **Extra information about clients who ask us to help with a problem.** You may decide to give us additional information to enable us to help you with a particular problem. For example you might give us information from your ARC card, documents about your asylum claim, or about your finances. Sometimes this extra information includes sensitive information, known as ‘special category data’, for example information about: race, ethnicity, religious beliefs, health.

If we were very concerned about someone's safety, we would also need to record information about this concern.

- **Information about trustees, volunteers and employees.** If you are a trustee, volunteer or employee, we hold the information you provide as part of the application process, as well as your contact details, and data required to meet our responsibilities as employers.

## HOW WE GET PERSONAL INFORMATION AND WHY WE HAVE IT

Usually the personal information we have is information that you yourself have given to us.

We use your personal information for these reasons :

- **Basic personal details.** These enable us to contact you to give you information that may be useful to you, and to know what help we may be able to offer. For example, we might contact you to tell you about events in the group, or offers for clients meeting certain criteria.
- **Extra information.** If you ask us to help you with a problem, we often need extra information to enable us to help you with this. For example, if you ask us to help you to find a legal representative, a school or accommodation.
- **Information about trustees, volunteers and employees.** We hold this information to enable us to carry out our responsibilities as an organisation.

We don't share your information with any other organisation unless you have told us that you want us to do this. For example, if you have asked for a free pass for the gym, we would share your contact details with the organisation who provide this.

The 'lawful basis' we rely on to process your information is that you have given your consent, or that there is a legitimate interest to use your personal information to provide our services in an effective, safe and efficient way.

## HOW WE STORE YOUR PERSONAL INFORMATION

We store your information securely. We will keep your contact details on paper and in computer files that are password-protected. If you give extra information to a volunteer to help you with a particular problem, then they will keep this safely whether on paper or on computer/phone.

If you are a client, we keep your contact details until we know you no longer want to use the group, or until you tell us to delete your personal details. We keep extra information to help with a particular problem until we know you no longer want to use our services,

or until you tell us to delete it. We will then dispose your information by returning paperwork to you or destroying it, and we will dispose of electronic information by deleting it.

If you are a trustee or volunteer, we will keep your personal details as long as you remain involved with the group. If you are an employee we will keep your personal information for six years after you leave our employment. If you apply for a post with us, but are not appointed, we will keep other personal information until the recruitment process is complete, unless you give permission for us to retain it for longer than this.

## **YOUR RIGHTS**

You can ask us for a copy of the information we have about you.

You can ask us to correct any information you think is inaccurate or incomplete

You can ask us to delete your personal information, or to only use it for certain purposes.

If you want to request any of these things, please contact us using the details above. We will respond as soon as possible.

If you have any concerns about our use of your personal information, you can make a complaint to our trustees using the details above.

You can also complain to the Information Commissioner's Office:  
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
Helpline number: 0303 123 1113:  
Website: <https://www.ico.org.uk>

Rosendale Refugee Support Group 30.1.25.