



Privacy Policy

Who we are?

The Bus Shelter Dorset gathers and processes your personal information in accordance with this Privacy Notice and in compliance with the relevant data protection laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

About The Bus Shelter Dorset:

- Registered charity address: The Compasses, 19, Main Street, Broadmayne, Dorset DT2 8EB
- Data Protection Officer: Emily McCarron, who can be contacted by email - thebusshelterdorset@gmail.com

Please read this privacy notice carefully to understand our views and practices regarding your personal data and how we will treat it.

What information we collect

The Bus Shelter Dorset process your personal information to meet our legal, statutory and contractual obligations and to provide you with our services. We will never collect any unnecessary personal data from you and will only process your information in ways specified in this notice.

We collect information about you during your referral process, and throughout your time as a guest, when relevant and necessary.

We may collect the following information from you:

- Basic personal information: Name, address, postcode and contact details;
- Other personal information: NI numbers, Housing Benefit/Universal Credit reference numbers;
- Diversity information: Ethnicity, gender and sexuality;
- Health & disability information: Details of disabilities and physical/mental health conditions;
- Criminal history: History of criminal convictions and offences;
- Housing history: History of tenancy both within and outside The Bus Shelter Dorset;
- Financial & bank details: Account numbers, sort codes, invoices/receipts, payslips;

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- Next of kin/emergency contact details: Name, address and contact details of next of kin or person to contact in an emergency;
- Personal case notes and support records: Dates, case notes, correspondence with guests/third parties, risk assessments;
- Photographs.

How we use your information

The Bus Shelter Dorset takes your privacy very seriously and will only process your personal data in accordance with the terms of this Privacy Notice. The Bus Shelter Dorset will never sell your information under any circumstance.

We may process your personal information for the following purposes:

- To provide individual support;
- To communicate with you and provide information on third party services;
- To administer state benefits that you may be entitled to by staying at The Bus Shelter Dorset;
- To maintain the safety of others in our services, as well as detect and investigate activities that may be illegal or put others at risk of harm;
- For security purposes (i.e. CCTV images)

We may process your personal information for the following reasons:

- To fulfil the requirements of a contract between you and us: We process your personal data to provide you with our services and to ensure that the requirements of your licence agreement are met;
- To fulfil our legal obligations: We process your personal data as part of our legal obligation for business accounting and tax purposes;
- For a legitimate interest: We occasionally process your personal information under the legitimate interests' legal basis (e.g. when we use the next of kin details you have provided to us in emergency situations). Where necessary, we ensure that we will weigh your interests and the interests of others involved, and any risk posed to you or others involved against our own interests; ensuring that they are proportionate and appropriate.
- For a vital interest: We may process your personal data to protect either yours or someone else's life. We will only process in this capacity in emergency or life-threatening situations.
- With your consent: We process your personal information to provide you with our publicity and marketing. You are free to withdraw this consent at any time.

Who we share your information with



We may share selected parts of your information with the following third parties in order to fulfil our services to you:

- Police, Health & Emergency Services
- Social Services
- Local Authority
- DWP
- Partner Agencies
- Previous or potential Landlords

We promise not to disclose or share your details with any other third parties unless there are immediate concerns about potential abuse or physical harm or where an indictable offence may have been committed. Then, and only then, we may share details with other third parties upon receipt of proper authorisation.

Transferring your information outside of the EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data.

The Bus Shelter Dorset do not transfer or store any personal data outside the EU.

How long we will keep your information and where

The Bus Shelter Dorset only retains personal information for as long as is necessary.

We hold your personal information for the full extent of your time as a guest with The Bus Shelter Dorset, and then for a maximum of 6 years after your stay with The Bus Shelter Dorset. After this time period, the personal information we hold about you will be destroyed. Where you have consented to us using your details, we will use your personal information in ways outlined in this Privacy Notice, unless you notify us otherwise and/or withdraw your consent, at which point we will destroy your details.

We may store your personal information in the following locations:

- On our cloud-based file server;
- On our Inform customer database;
- On our finance accounting systems;
- In a hard-copy file in our secure file system.

Your rights

You have the right to access the personal information that The Bus Shelter Dorset processes about you and to request information about:

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- What personal data we hold about you;
- The purposes of the processing;
- The categories of personal data concerned;
- The recipients to whom the personal data has/will be disclosed;
- How long we intend to store your personal data for;
- If we did not collect the data directly from you, information about the source.

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

Where allowed by law, you may also have the right to:

- request erasure of your personal data (“right to be forgotten”)
- restrict The Bus Shelter Dorset processing your personal data
- object to any direct marketing from us
- request your personal data is moved, copied or transferred from one IT environment to another (“right to data portability”)

The Bus Shelter Dorset do not employ any automated decision-making or profiling in relation to your personal data.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Safeguarding measures

The Bus Shelter Dorset takes every reasonable measure and precaution to protect and secure your personal data.

We may use the following safeguarding measures to protect your data:

- Anti-virus software: We ensure that our computer systems are protected by updating them with effective anti-virus software;
- Restriction and passwords: Our file structures are restricted and password protected to ensure that only relevant staff may access certain information;
- Encrypted email service: Where necessary, we use an encrypted email service when transferring sensitive data about you;
- Locked offices and file stores: All our offices and file stores are securely locked to ensure your personal information is protected.

Lodging a complaint

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If you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint by contacting Emily McCarron.

Email: thebusshelterdorset@gmail.com

Changes to this privacy notice

We will notify you of any changes to the Privacy Notice should they occur, to ensure that you are aware of how we are processing your personal information. Please contact thebusshelterdorset@gmail.com if you have any questions or concerns.