



Recognise it. Seek help.

Ending domestic abuse

# Hampshire Authentic Voice Panel Privacy Notice

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## About us

SafeLives is a charity registered in England and Wales with Charity No. 1106864 and our registered address is: Suite 2a, Whitefriars, Lewins Mead, Bristol BS1 2NT. SafeLives is the 'data controller' for the purposes of the UK GDPR and the Data Protection Act 2018.

## About this Privacy Notice

This Privacy Notice explains how we will process any personal data that we collect from you, or that you provide to us via the Hampshire Authentic Voice Panel Development Process. When we refer to "personal data" in this notice it means any information that relates to you from which you can be identified either directly or indirectly.

We appreciate the trust you place in us when sharing your personal data. The security of that data is very important to us. In this notice, we explain how we collect, use and protect your personal data.

We also explain your rights regarding your personal data and how you can exercise those rights.

## What personal data are we collecting and why?

- Name, email address, home address, telephone number, date of birth
- personal data revealing racial or ethnic origin;
- personal data revealing religious or philosophical beliefs;
- genetic data;

- data concerning health;
- data concerning a person's sex life; and
- data concerning a person's sexual orientation.

We collect personal data from you for one or more of the following purposes:

- To design and develop an Authentic Voice panel and collective which will influence and enhance Hampshire County Councils response to Domestic Abuse.
- We will also use your data to evaluate and demonstrate our approach to commissioners and other involved third parties.
- We plan to process sensitive data to monitor help us create an equitable approach which offers inclusivity and diversity.

We will collect this data by:

- Expression of Interest Forms.
- "Getting to Know You" Sessions.
- One-to-One Assessments of Need and Risk.
- One-to-One and/or Group Panel Meetings.

### What is the lawful basis?

Article 6: Consent: the individual has given clear consent for you to process their personal data for a specific purpose.

Article 9: Explicit consent: the individual has given explicit consent to collect special categories of data.

### Disclosure of your personal data

Your data will be shared on our SharePoint system, we will store your data in secure and restricted folders.

We may share your data with Hampshire County Council for the purposes of developing the panel, facilitating the panel, and reviewing the impact of the panel upon their response to Domestic Abuse.

Any further disclosure of your personal data will be shared with explicit consent from yourself.

### Storage of personal data

We will store your data in secure and restricted files on our SharePoint system, this is hosted by Microsoft and the data centre is in the United Kingdom.

### How long will we store your data?

Your data will be stored by us for a period of three years following your submission of this to ourselves. We may store data for research, analysis and evaluation purposes after the three-year period. The data used for this purpose will be anonymised.

In a set of circumstances where you are not invited to join the panel at this time, we will remove your information from our systems without undue delay.

### Security measures

We have physical, electronic, and managerial procedures to safeguard and secure the information we collect. We do not, however, have any control over what happens between your device and the boundary of our information infrastructure. You should be aware of the many information security risks that exist and take appropriate steps to safeguard your own information. We accept no liability in respect of breaches that occur beyond our sphere of control. SafeLives is Cyber Essentials accredited

Commented [LG2]: Select one or more of the below lawful basis – whichever is applicable to the purpose the data is being collected

In order to collect special category data you must have an article 9 exemption to do so, otherwise you cannot collect this data. This can include explicit consent (i.e. double opt in, this needs to be recorded). See this link for other exemptions which can be used: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/special-category-data/>

Commented [LG3]: Please ensure you are aware of what systems you are using to store data. If these are going to be outside of the specified areas you need to consider whether this can be GDPR compliant and discuss potential risks with the DPO. Please consult the DPO if you are planning on using any new software.

Commented [LG4]: Consider whether there is any legal requirement to store the data. I.e. employee records should be stored for 6 + 1 years following the employee leaving. If there is not a legal requirement to store the data then it should not be stored longer than is necessary. Data can be anonymised and therefore retained but personal data should not be stored indefinitely. Ensure that you have a process in place to purge data according to the retention periods which you have set.

## Your rights as a data subject

- **The right to be informed**

As a data controller, we are obliged to provide clear and transparent information about our data processing activities. This is provided by this privacy notice and any related communications we may send you.

- **The right of access**

You may request a copy of the personal data we hold about you free of charge. Once we have verified your identity and, if relevant, the authority of any third-party requestor, we will provide access to the personal data we hold about you as well as the following information:

- a) The purposes of the processing.
- b) The categories of personal data concerned.
- c) The recipients to whom the personal data has been disclosed.
- d) The retention period or envisioned retention period for that personal data.
- e) When personal data has been collected from a third party, the source of the personal data

If there are exceptional circumstances that mean we can refuse to provide the information, we will explain them. If requests are frivolous or vexatious, we reserve the right to refuse them. If answering requests is likely to require additional time or unreasonable expense (which you may have to meet), we will inform you.

- **The right to rectification**

If you believe we hold inaccurate or incomplete personal information about you, you may exercise your right to correct or complete this data. This may be used with the right to restrict processing to make sure that incorrect/incomplete information is not processed until it is corrected.

- **The right to erasure (the 'right to be forgotten')**

Where no overriding legal basis or legitimate reason continues to exist for processing personal data, you may request that we delete the personal data. This includes personal data that may have been unlawfully processed. We will take all reasonable steps to ensure erasure.

- **The right to restrict processing**

You may ask us to stop processing your personal data. We will still hold the data but will not process it any further. This right is an alternative to the right to erasure. If one of the following conditions applies, you may exercise the right to restrict processing:

- a) The accuracy of the personal data is contested.
- b) Processing of the personal data is unlawful.
- c) We no longer need the personal data for processing, but the personal data is required for part of a legal process.
- d) The right to object has been exercised and processing is restricted pending a decision on the status of the processing.

- **The right to data portability**

You may request your set of personal data be transferred to another controller or processor, provided in a commonly used and machine-readable format. This right is only available if the original processing was on the basis of consent, the processing is by automated means and if the processing is based on the fulfilment of a contractual obligation.

- **The right to object**

You have the right to object to our processing of your data under one of the following conditions:

- a) Processing is based on legitimate interest.
- b) Processing is for the purpose of direct marketing.
- c) Processing is for the purposes of scientific or historic research.
- d) Processing involves automated decision-making and profiling.

## Data Breaches

We will report any unlawful data breaches to any and all relevant persons and authorities within 72 hours (or sooner if it is required under applicable privacy laws) of the breach when such breach is likely to result in a high risk to the rights and freedoms of data subjects. SafeLives' obligation to report or respond to a personal data breach or security incident will not be construed as an acknowledgement by SafeLives' of any fault or liability with respect to the personal data breach or security incident. Should you have any complaint about a breach, or the way in which we will handle a breach, please contact us.

## Contact Us

If you have questions about how we process personal data, or would like to exercise your data subject rights, please email our Data Protection Officer, Laura Griffiths via [info@safelives.org.uk](mailto:info@safelives.org.uk). For any other queries relating to Hampshire's Authentic Voice Panel, contact [hampshireauthenticvoice@safelives.org.uk](mailto:hampshireauthenticvoice@safelives.org.uk).

## Complaints

Should you feel unsatisfied with our handling of your data, or about any complaint that you have made to us about our handling of your data, you are entitled to escalate your complaint to a supervisory authority within the EU. For the UK, this is the ICO (Information Commissioner's Office), which is also our lead supervisory authority. Its contact information can be found at <https://ico.org.uk/global/contact-us/>.

Please date, print and sign your name (you can type in your signature) to demonstrate your understanding and explicit consent to process your data within the terms outlined above within this Privacy Notice.

| Name      |  |
|-----------|--|
| Signature |  |
| Date      |  |