

Privacy Matters at Clarion Futures

Clarion Futures, as part of Clarion Housing Group, needs to process personal data in order to deliver our services to you:



**CLARION
FUTURES**

- To develop and deliver services around community development to make our estates and neighbourhoods more attractive and vibrant places to live
- To deliver youth services
- To deliver services around jobs and training
- To help people feel more in control of their money and energy costs To support people to get online and improve their digital skills
- To deliver on our Group ambition to 'transform lives and communities'

We are committed to treating your information securely, with respect and in line with data protection law. You can access our full privacy notice on our website (www.clarionhg.com), or ask us to send you a copy.

Recording personal information about you

Most information we hold will be collected from you but we may also obtain this from third parties such as the local authority, your doctor (or other health professional), a previous landlord or other relevant community partner. We will always tell you why we need your information and how we'll use it. We will only ask you for information that is relevant and necessary to the delivery of our services. Information we hold about you will vary dependant on the services we provide to you. For example if we're supporting you to find work or training, it's helpful that we know about your education and previous employment history. If you need specialist support due to a disability, we may need to know about associated health conditions.

We may apply markers to your information (for example, in relation to access requirements) to enable us to tailor and deliver services to you.

Information sharing

Sometimes we need to share your information with other organisations that we work with or who provide services on our behalf. We will only share relevant details and we will ensure your information remains secure.

Services offered to you from Clarion Futures are voluntary (with exception of 'The Work Programme'). The information you choose to provide to us is processed with your agreement and you can change your mind at any time. We will not share your personal or special categories of data (also known as sensitive information which includes information about your health) without your consent unless we are required or permitted by law.

We will also share information:

- To meet our legal obligations
- In connection with legal proceedings (or where we are instructed to do so by Court order)
- To protect the vital interests of an individual (in a life or death situation)

Turn over for more examples of where we may need to share your information. Full details are available in our website privacy notice, including how we contribute to the work of the National Fraud Initiative (NFI).

Verification of Identity

We might need to ask you for proof of identity where this is necessary for the delivery of our services. For example, to ensure eligibility for a service or if you make a Subject Access Request. We will also carry out security checks to verify your identity when we communicate with you or your representatives on the telephone.

Accurate and Up to Date

Please tell us if your information changes so we can keep it up to date. For example if you change your contact details (mobile number and / or email address), or if your circumstances change (e.g. a change in household members if relevant to your service). We won't keep your information longer than we need to. Our Data Retention Schedule outlines how long information is kept – you can access our retention schedule on our website.

Consent & Promotion of our Services

We will use your contact details to send you information and communicate with you about all matters associated with your service from Clarion Futures. We will not send you unrelated electronic 'direct marketing' unless you have agreed to this. We will never sell your details to 3rd parties for their marketing purposes. You have the right to object to direct marketing at any time, and our communications will always include clear instructions on how to 'unsubscribe'.

Your Rights

You can ask for a copy of the personal information we hold about you. This is known as a Subject Access Request (SAR). You can also request information to be corrected, erased or transferred to another organisation. Please put all requests in writing and include a copy of proof of address and valid ID. Further details outlining all of your rights in relation to your personal data are available on our website.

Examples of where we may need to share your information

Statutory Bodies such as Legal and Government organisations	<ul style="list-style-type: none">• Local Authorities e.g. Social Services, Environmental Health Council Tax• Health Authorities• DWP and Housing Benefit agencies• Our Regulator, The Homes and Communities Agency (HCA) and any other successor body.• Organisation who provide funding to Clarion Futures project such as the European Social Fund
The Police and others within the criminal justice system	<ul style="list-style-type: none">• Probation• HM Prison Service• Youth Offending Teams.
Non-legal organisations	<ul style="list-style-type: none">• Other Housing Associations and landlords• Citizens Advice or other support agencies• Utility companies, e.g. gas and electricity providers
Your representatives	<ul style="list-style-type: none">• A nominated friend, family member or solicitor• Local Councillor or MP• Medical Professionals.
Persons or organisations associated with Clarion Futures and Clarion Housing Group	<ul style="list-style-type: none">• Other companies within the Clarion Housing Group• Other companies acting as an agent for Clarion Futures or Clarion Housing Group e.g. companies employed by us to carry out resident satisfaction surveys.

Contact us:

dataprotection@clarionhg.com

The Data Protection Team
Clarion Housing Group
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Tooley Street
SE1 2DA

www.clarionhg.com

Clarion Futures is part of the Clarion Housing Group which includes a number of subsidiary organisations such as Clarion Housing, Centra and Latimer. For a full list of these, please see our full Privacy Statement.

Further information

The Information Commissioner (ICO) is also a source of further information about your data protection rights. The ICO is an independent official body. Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF, 0303 123 1113, www.ico.org.uk