

Privacy Notice

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Data controller: Mosaic Clubhouse, 65 Effra Road, Brixton, London, SW2 1BZ

Data protection lead: Maresa Ness

The Information Hub needs to collect data about you, the nature of your enquiry and any work that we do on your behalf. This is important to make sure that we provide a good service.

We are committed to being clear about our data collection and to meeting our legal obligations.

What information does the Information Hub collect and process about you?

- Personal data such as name, address, telephone number, date of birth, gender, support needs, and ethnic origin.
- The details of your inquiry and the support provided by us.
- Our communication with you by phone, post, text or e-mail.

Processing your data allows us to:

- Keep accurate and up-to-date records and contact details.
- Keep records of the support we provide.
- Provide a more comprehensive service should you need help in the future.
- Report back to our commissioners & funders.
- Evaluate our work.

Who has access to your data?

- Info Hub staff
- Trained volunteers/ students on work placements.
- Mosaic Clubhouse members who are trained to work in the information hub.

We will never share your personal information with anyone else without asking you first unless it is an emergency, a safeguarding issue or if we have to do this by law.

How does the Information Hub protect your personal data?

We take the security of your data seriously. We have policies and controls in place to ensure that your data is protected. Paper files are stored in locked cabinets. Electronic information is password protected and monitored. If you would like more information about this, please ask the Information Hub for our data protection policies.

For how long does the Information Hub keep data?

We keep hard copies of inquiry forms no longer than 6 months before being destroyed. Electronic copies are kept for 10 years.

Your rights

- You can access and get a copy of your data;
- You can ask the Information Hub to change incorrect or incomplete data;

If you would like to do any of the above, please contact a support worker at the Information Hub.

If you believe that the Information Hub has not protected your data, you can complain to the Information Commissioner's Office on 03031231113 or visit their website: <https://ico.org.uk/concerns/>

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What if you do not want to provide personal data?

For your inquiries at the Information Hub you can ask us to keep your inquiry anonymous and we will do all we can to help you without taking details that will identify you.

If, however, you'd like us to refer you to other services such as benefit, debt or housing advice we will need your full details to make the referral.

Declaration:

I have read and understood this information. I understand that I can ask to see any information that the Information Hub keeps about me and tell Mosaic Clubhouse if I think that any of the information is wrong.

Signature:

Date: