We respect everyone’s right to privacy and to a confidential service. Here we explain our commitment to keeping your information private and secure, and how this works.

**1. Your personal data – what is it?**

Personal data is information about a person that allows them to be identified. The General Data Protection Regulations (the “GDPR”) set out the rules for processing your personal data.

**2. Who are we?**

Under GDPR, Mayday Trust (Mayday) is known as the data controller. This means that we are responsible for how your personal data is processed and what we use it for.

**3. What do we use your personal data for?**

Mayday’s Housing Team uses your personal data to:-

* Assess whether Mayday’s accommodation is suitable for you and your particular circumstances;
* Safeguard you and the other people who live in our accommodation;
* Safeguard our staff and volunteers;
* Assess the property that best suits your needs and those of the other tenants;
* Process any benefit claims relating to you (e.g. Housing Benefit);
* Process a move to a different property (e.g. a housing association property);
* Support your wellbeing by understanding any health issues that you have.

Mayday’s Coaching Team uses your personal data to:-

* Safeguard you, our staff and volunteers;
* Assess your state of wellbeing when you start working with a Coach;
* Develop a Transitions Plan to review your ideas, aspirations and achievements capture the ongoing results of the Coaching;
* Report the results of the Coaching;
* Create and process personal budget requests;
* Work with the organisation that referred you to Mayday and other external agencies in order to ensure that you receive the level of support most appropriate to you.

Mayday will use your personal data to: -

* Ensure that we meet our legal responsibility to keep you safe from harm and that we meet our health and safety responsibilities;
* Ensure that Mayday is delivering its services to the required standard;
* To manage our employees and volunteers.

**Principles**

* We will keep personal data up to date and store it securely.
* We will protect your personal data from loss, misuse or unauthorised access (people who should not see the information) by ensuring that appropriate technical measures (such as password protection) are in place to protect personal data.
* We will not share your information to anyone who has no right to it see it.
* We will not collect or keep information that we don’t need.
* When we do not need it any more we will destroy the data securely.

**4. What is the legal basis for processing your personal data?**

We need your consent so that we can work with you; if you do not provide us with consent to process your personal data we may be unable to work with you. For example, if we don’t have your consent to use your data we won’t be able to process a Housing Benefit claim on your behalf or assist you in claiming other benefits.

If you have been referred to us by another organisation (e.g. a Local Authority or the Probation Service) we also have the right to process your personal data in order to comply with our obligations under the agreement we have with that organisation.

**5. Sharing your personal data**

Your personal data will be treated as strictly confidential and will only be shared with other employees of Mayday in order to carry out the services detailed in section 3.

We will only share your data externally in particular circumstances.

Our Coaching Team will only share your data externally: -

* With the organisation that referred you to Mayday in order to allow them to understand the performance of Mayday’s service and how it has affected you;
* With external agencies who are involved in the provision of your support either currently or in the future (e.g. were you move to a location where Mayday does not provide coaching support);
* With external organisations who are involved in the provision of activities associated with the use of your personal budget (e.g. if we were booking driving lessons for you, we may have to provide some of your personal data);
* In the event that it is necessary keep you safe from harm.

Our Housing Team will only share your data externally**: -**

* With the organisation that referred you to Mayday , in order to allow them to understand the performance of Mayday’s service and how it has affected you;
* With external organisations who are involved in the provision of your future housing (e.g. when you move on from Mayday’s property);
* With Local Authorities to the extent that it is required to process benefit claims;
* In the event that it is necessary keep you safe from harm.

**6. How long do we keep your personal data?**

We keep your personal data while it is still current and for a period of 7 years after the calendar year in which we finished working with you.

**7. Your rights and your personal data**

You have the right to: -

* Request a copy of the personal data that Mayday holds about you;
* Request that Mayday corrects any personal data that’s inaccurate or out of date;
* Request that your personal data is erased if it is no longer necessary for Mayday to retain such data;
* Withdraw your consent at any time, but this may limit the service we can offer you;
* Request that Mayday gives you a copy of your personal data and send it directly to another data controller (e.g. if you move to a location where Mayday doesn’t provide services, you can request that we send your data to the organisation you’re now working with);
* Request that Mayday stop processing your data if there’s a dispute about the accuracy or processing of your personal data;
* Object to Mayday processing your personal data if you think it’s unnecessary;
* Lodge a complaint with the Information Commissioners Office.

**8. Further processing**

If we need your personal data for a purpose not covered by this consent form, we will give you a new form explaining this new purpose and won’t process your data until you’ve consented.

**9. Contact Details**

If you have any questions or you want to exercise your rights or make a complaint, please contact the Director of Finance and Corporate Services at Mayday: 10c Littlegate Street, Oxford OX1 1QT or call 01865 670028.

You can contact the Information Commissioner’s Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office: Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

**PTO for signature page**

**By signing this form, you’re agreeing to the use of your personal data as explained above.**

Print Name:

Signed: Date: