

Three Cs Privacy Notice

Purpose of this privacy notice

Under data protection legislation, Three Cs is required to explain why we collect information about our customers and tenants, how we use that information and whether we will share it with anyone else.

This Privacy Notice is a public document available to anyone, which explains how Three Cs collects and processes personal information in order to conduct normal business activities as a care and support organisation.

Our contact details

We are Three Cs, a care and support provider registered as a company limited by guarantee and registered in England and Wales under our company number 2768427. Three Cs registered charity number is 1047736. Our registered office is at 82 – 84 Childers Street, London, SE8 5FS.

The type of personal information we collect

Three Cs collects personal information via a variety of sources, including when people are referred to us, or request one of our services, or complete one of our forms, or call, write, email or meet with us. We may collect information when people visit our website. We also collect information when people apply to work for us.

The type of personal information we collect includes things like name and contact details, date of birth, gender, health information, financial information. For people we support we may receive information from third parties, including the local authority making a referral, other organisations involved in the persons support or friends and families. For staff we will also collect reference details, DBS, employment history and education.

From time to time we may take photographs at our events and at our services to use for general marketing and publicity. However, photographs of individuals will only be used for those purposes with the consent of the people concerned.

Why we need to collect this information

We collect information about people we support so we can provide them with effective care and support, that meets their needs.

We collect information about staff so that we are able to meet legal obligations in relation to their employment

We collect information about people who apply to work at Three Cs so that we can assess their applications. We destroy all information relating to unsuccessful candidates after a period of 6 months.

How we use sensitive information

Some of the information which we collect will be special categories of personal data, also called sensitive personal data, such as information about ethnic background or health. We will use information about race or national or ethnic origin, religious, philosophical or moral beliefs, or sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting; and to make suitable adjustments to the services we provide.

Under exceptional circumstances, we may share information with relevant authorities in order to comply with our legal obligations or to protect people's vital interests. We will only disclose information to a third party where there is a legitimate and lawful reason. For example, we may share health information with the emergency services in the event of an emergency or serious incident.

Who we share information with

Three Cs shares personal data with:

- Health, welfare and social services professionals with whom we work to provide care and support services
- Where we are legally obliged to share information (e.g., carrying out DBS checks)
- Where we need to share personal information with government departments and agencies, with our regulator and auditors, or with other organisations and agencies where we are legally allowed to do so.
- Where sharing information will protect a person from harm (e.g. if they are missing, or in a crisis)

We will only share information in a way that complies with the law, is fair, transparent and in line with your rights.

- We will not sell personal information to third parties
- We will not pass on personal information to unrelated third parties unless we are allowed or required to do so by law or we have explicit permission to do so
- We will not transfer or store personal information outside of Europe (the European Economic Area) outside of the control of the UK/European regulations.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@threecs.co.uk or at Three Cs, 82 – 84 Childers Street, London, SE8 5FS if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@threecs.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Changes to our Privacy Notice

Three Cs Privacy Notice is regularly kept up-to-date and this version was updated in September 2023. The latest full version is always available on our website.