



Coronavirus (COVID-19) pandemic privacy notice

This privacy notice explains how Poole Housing Partnership Ltd will use your personal data in order to meet the unprecedented challenges of the COVID-19 pandemic, while supporting our residents and providing essential services to those most in need.

Please read this privacy notice together with the PHP Data Protection Policy which contains more detailed information about our data processing.

PHP and our partner agencies are committed to protecting your privacy. We will only process personal data that we need and we will use anonymised data where this is practicable. We will only retain your data for as long as is required to provide support because of the COVID-19 pandemic, after which we will securely destroy it, unless we are required by law to keep it for a longer period.

Important information and who we are

PHP is the data controller and is responsible for your personal data.

We have an Information Governance Officer (Compliance Manager). If you have any questions about this privacy notice or our data protection practices, please contact the IGO

Our full contact details are:

Compliance Manager (IGO)

E-mail: Enquiries.php@bcpcouncil.gov.uk

Tel: 07824521251
Poole Housing Partnership
Beech House
28-30 Wimborne Road
Poole
BH15 2BU

How we collect personal data from you

We may collect personal data from you when you visit PHP website, speak to us on the telephone, contact us in writing, by email or any other type of electronic communication, or talk to us face to face.

The personal data we collect about you

We may collect, use, store and transfer some or all of the following personal data, which may include special category (sensitive) data:

- Basic personal information, e.g. your name, address and date of birth
- Email address
- National identifier such as NHS number, National Insurance Number, etc.
- Information about your family
- Details about your lifestyle and social circumstances
- Physical and mental health details
- Social care support outcomes

Why we may use your personal data

We may use your personal data in order to:

- Manage public health risks
- Understand how COVID-19 behaves
- Control the spread of infection
- Provide support and health protection
- Prevent illness
- Monitor public safety
- Assess the availability and capacity of health and social care services
- Identify and safeguard individuals who are high risk and vulnerable
- Provide information to the public, partner agencies and central Government about COVID-19
- Collaborate with partner agencies, so that essential service provision is identified and supported
- Conduct research and emergency planning

How we share your personal data

Apart from personal data which we may collect directly from you, we may also obtain personal data from, and share it, with:

- Internal departments of PHP
- Our partner agencies, which include:
 - BCP council
 - health service providers
 - care providers, e.g. day, domiciliary or residential care
 - police and probation services
 - partners who are commissioned to provide services on behalf of PHP

- Volunteers and other support groups
- Family, relatives and carers
- Members of the public who contact us
- Central government agencies

This list is not exhaustive, but PHP will only share personal data where we are permitted to do so by law.

Lawful processing basis

The General Data Protection Regulation requires specific conditions to be met to ensure that the processing of personal data is lawful. These relevant conditions are below:

- Article 6(1)(d) GDPR – processing is necessary in order to protect the vital interests of the data subject or another natural person.
- Recital 46 adds that “some processing may serve both important grounds of public interest and the vital interests of the data subject as for instance when processing is necessary for humanitarian purposes, including for monitoring epidemics and their spread”.
- Article 6(1)(e) GDPR – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

The processing of special categories of personal data, which include data concerning a person’s health, are prohibited unless specific further conditions can be met. These further relevant conditions are below:

- Article 9(2)(i) GDPR – processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health.
- Article 9(2)(g) GDPR - processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.
- Article 9(2)(c) GDPR – processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent.

If you register to volunteer to help PHP provide services, our lawful basis under GDPR is:

- Explicit consent – Articles 6(1)(a) and 9(2)(a).

You can withdraw your consent at any time. Please contact or talk to the officer in PHP who has been providing the service or services. If you do

not have an officer that you have regular contact with, please make your request to withdraw consent to our Compliance Team:

Enquiries.php@bcpcouncil.gov.uk

Remember to tell us which service or services your request applies to, so that we know who to send it to within PHP

International transfers

Most of your personal data is stored on systems in the UK, but there may be some occasions where your personal data leaves the UK. This may be because it is stored in a system outside of the European Economic Area (EEA). More detail can be found within PHP general privacy notice

Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data including the right to receive a copy of the personal data we hold about you and the right to make a complaint at any time to the Information Commissioner's Office, the UK supervisory authority for data protection issues (www.ico.org.uk).

More detail can be found in PHP general privacy notice and

PHP website: <https://www.yourphp.org.uk/privacy/general-data-protection-regulation/>

or request a copy by e-mail: Enquiries.php@bcpcouncil.gov.uk

Further details

If you are looking for more information on how we process your personal data, including on data security and data retention please access PHP general privacy notice at:

<https://www.yourphp.org.uk/privacy/general-data-protection-regulation/>