

Your personal information

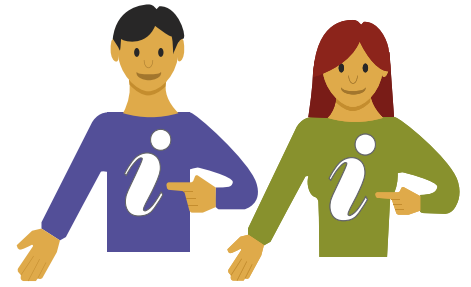
What you need to know

Our privacy policy explains how we collect, keep safe and use your personal information, which we usually call your **data**.

The privacy policy also tells you your rights over what happens to your data and gives instructions on how you can use those rights.

Where can I find the Privacy Policy for Service Users?

The full policy is available for you any time on [The Wallich website](#), and we encourage you to view it, but it is long and detailed, so our staff are happy to go through it with you or print you a copy. We've also made this document to explain things in brief.



Why do we collect your personal data?

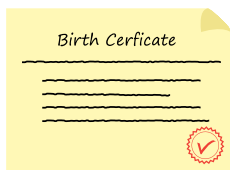
Under data protection law, we can only use your personal data if we have a proper, legitimate reason. At The Wallich, that reason is so we can provide our services, so we can work with you, support you and create safe spaces for everyone. We use your data where you have given us permission; except when we need to comply with the law, such as keeping someone safe by sharing information with police or a safeguarding team.

Sometimes we will process your data on behalf of third parties who have a similar interest in providing support or services to you. In either instance, we will only do this when it does not go against your rights and interests.



What sort of personal data is stored?

The personal data we collect about you is likely to include:



Identity data

such as your name, title, date of birth, next of kin and gender



Contact data

including addresses, email or phone number



Usage data

such as notes about how you use our services and the support that you are offered



Communications data

including information you provide in feedback and reviews on our services



'Special category data'

relating to your race, ethnic origin, sexual orientation, or religion.*

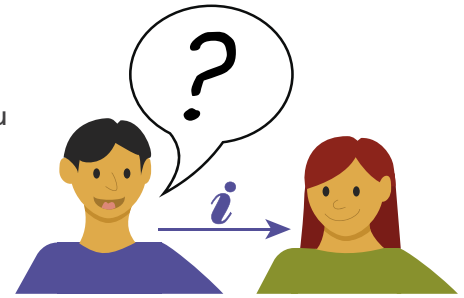


* Also includes health and social care data, such as information about your physical and mental health; and where relevant, data about criminal convictions, allegations, and proceedings. We collect and store this type of data, usually as part of safety or risk assessments, to ensure the safety and wellbeing of you, and everyone else involved in our services.

How is the data collected?

We collect most of this personal data directly from you. We may collect data from a third party, often as part of any referral to our services, which can include, local authorities, local health boards or other organisations you work with.

With your permission, we may collect data from a third party, such as your bank, landlord or utilities companies. We may also collect data from things like door entry systems and CCTV, or communications systems like text, email, or messaging systems.



Is the data shared?

We only share data when necessary. To provide our services, and to ensure the safety and wellbeing of everyone involved, we share personal data with those we work with. This can include:



Local authorities

Most referrals to The Wallich are from Housing Options departments, so sharing data with them happens often.



Health boards

We share data with GPs or hospitals when relevant, or for you to work with specialist services like drug and alcohol or mental health teams.

Other organisations

We sometimes share data with others that provide support or services to you, like the DWP, social services, or another charitable organisation, either in referrals or to make sure your support is joined up and effective if we are both working with you.



Probation services or police

It is sometimes necessary to share data with probation services if you are engaging with them. We share information with police when relevant to keep people safe or report crime.



It might also be necessary to share your data with other third parties we use to help us run our organisation, such as our website hosts, our insurers and brokers and our bank. We only allow those organisations to handle your personal data if we are satisfied that they can properly protect it.

What are your rights?

Your rights include a right to be provided with a copy of your personal data, and to require us to correct any mistakes in your personal data. In certain situations, you can also request that we restrict use of or delete your personal data, to object to our use of your data, and to withdraw consent. Don't forget, you can also check the full [Privacy Policy for Service Users](#) at any time.

Can I complain?

Yes - Please speak to staff at your service in the first instance or contact us directly if you have any queries or concerns about our use of your personal data. We hope we will be able to resolve any issues you may have:

E-mail: mail@thewallich.net

Post: The Wallich - Cardiff Hub
18 Park Place
Cardiff
CF10 3DQ

Tel: (029) 2066 8464



You also have the right to log a complaint with the Information Commissioner. The Information Commissioner may be contacted using the details at <https://ico.org.uk/make-a-complaint> or by telephone: 0303 123 1113.