

Fair Processing Notice

Policy Title

If you need this publication in larger print, audio, Braille, or in another language, please contact our office and we will try to help you



FAIR PROCESSING NOTICE

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Kingdom Support and Care is a Community Interest Company and a wholly owned subsidiary of Kingdom Housing Association. As a Private Limited Company Registration Number SC45491 and having our Registered Office at Saltire Centre, Pentland Court, Glenrothes, KY62DA we take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act 2018 and the UK GDPR, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number ZA222159 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Calum Kippen. Any questions relating to this notice and our privacy practices should be sent to him at kingdom@kha.scot

We collect the following information from you through various ways (i) directly from you; or (ii) third parties (*including Partners, Suppliers, Support Agencies, Police and Local Authorities) (iii) CCTV.

We collect the information about you;

- When you apply to us for support and care services;
- When you are referred to us for support and care services;
- When you enter into a service level agreement with us;
- When you book into our homeless accommodations;
- When you apply for a student placement;
- When you enter into our offices (CCTV);
- For reporting to Regulatory Bodies and other stakeholders including family/carers;
- For reporting to Police, Local Authorities and Health Services and their representatives;
- For research, performance and to carry out satisfaction reports

We collect the following information about you:

Name	Address	Date of Birth	Tel Number
Client Group	Email Address	NI Number	Sex & Gender
Sexual Orientation	Ethnicity	Religious Beliefs	Health Conditions
Criminal Records	Support Needs/Hours	Financial Information	Staffing Preferences
Car Details	Medication/Medical History	Will/Funeral Bonds	Next of Kin/Tutor
CCTV Digital Images	Welfare/Guardianship Orders	Record of schedule one offenders	
PVG Number (Students)			

We review our data retention timescales regularly and will only hold your personal data for as long as is necessary or the relevant activity, or as required by law or as set out in any relevant contract we have with you. Data retention and destruction periods are detailed in Kingdom Group Data Retention guidelines which are available on our website.

We receive the following information from third parties:

- Referrals from Local Authorities;
- Referrals from Health Services;
- Referrals from family and/or carers;
- Placement information from College/Training for Work Tutors;
- Complaints or other communications about behaviour or alleged breaches of the terms of your contract with us, including information from Police Scotland, Court and Local Authorities;

We need your information and will use your information:

- To provide support and care services to you;
- To provide care at home services to children;
- To manage our homeless service;
- To work in partnership with third parties;
- To provide student placements;
- To report to our funding and regulatory bodies;
- To contact you about any changes to our services which may affect you;
- To contact you for your views on our services;

- For the prevention and public safety

You have the right at any time to:

- Ask for a copy of the information about you held by us in our records;
- Need us to correct any mistakes in your information;
- Ask us to delete the personal data we hold about you;
- Object to receiving marketing communications from us

If you would like to exercise any of your rights above, please contact Calum Kippen,
kingdom@kha.scot

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's Office - Scotland, 45 Melville Street, Edinburgh, Eh3 7HL. Telephone: 0131 244 9001, Email: Scotland@ico.org.uk

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.