

Data Protection Privacy Notice and Consent Form

At Resolve West your privacy is important to us, and we want to communicate to our clients, supporters and partner agencies how we will collect, process and disseminate their personal data. By signing below, you agree to the following:

1. How Resolve West collects personal data.

The GDPR defines personal data as “Any information relating to an identified or identifiable natural person”.

You can give us your personal data in several ways. For example, completing our initial inquiry forms, by correspondence through partner agencies and external referrals.

We currently collect and process the following information:

- Personal identifies, contacts and characteristics (for example, name and contact details)
- Other information such as date of birth, gender, and religious and ethnic details.
- We will on occasion collect other sensitive information such as health or criminal information if it is appropriate to your individual case.

Should you not opt out data provided by you with your consent will automatically expire after seven years.

2. How Resolve West uses your personal data.

Personal information which you supply to us may be used in several ways for example:

- providing support services
- carrying out research and statistical analysis
- providing operational information
- promoting our services
- safeguarding and promoting the welfare of clients
- ensuring volunteers safety and security
- preventing crime

We will always seek your explicit consent before using any of your identifiable personal information in our communication material.

3. What is our legal basis for personal data - Legitimate interests

Consent is only one lawful basis for processing data. We have also identified the following lawful basis for processing your data. Anything outside of this scope we will actively seek your permission prior to the activity.

- Legitimate interests – When you provide your personal details to us we use your information for our legitimate business interests to carry out our work to provide effective services that enable communities to resolve conflict and repair harm.

4. What is our legal basis for Sensitive data – Consent

In order to deliver our services, it is sometimes required for us to have access to more sensitive personal data.

'Special categories' of personal data (sensitive personal data) relate to racial or ethnic origin, political opinions, religious or philosophical beliefs, genetic data, biometric data, data concerning health or data concerning a natural person's sexual orientation.

This form provides your consent for us to use this data to carry out our core work and provide mediation, restorative justice and conflict resolution services to you.

5. Criminal records

Where it is appropriate criminal record information will be acquired and used but only in conjunction with and guidance from the police. This data will be processed in accordance with the Data Protection Act 1998 which is authorised under Article 10 of the GDPR.

6. Sharing data with other organisations.

From time to time Resolve West may need to share your personal data with other organisations to advance your case and provide effective services. Before we do so we will carefully consider whether the recipient organisation is required to have this information, what they will do with it and what the likely effect on you and your case will be.

We will never sell the information we hold on to companies who intend to use it for marketing and sales purposes. Personal data which can identify you will only be passed on to advance your case.

We may from time to time pass on anonymised data to our funders as part of our reporting obligations to them.

On occasion we will need to share your information with other organisations or people, however, we will always notify you in advance unless we have a legitimate and lawful reason not to.

I understand the following:

- You will use the information I have provided to progress my case.
- You may check some of the information with other partner agencies
- You may also get information about me from certain other organisations or give information about me back to them to: make sure the information is accurate; prevent or detect crime; and protect public funds.
- These other organisations include government departments, local authorities and private sector organisations such as housing associations and other charities.
- I declare that the information I have given on this form is correct and complete.

Signature.....

Dated.....

You can withdraw your consent at any time by contacting us at info@resolvewest.org or by writing into Resolve West, Unit 40, Easton Business Centre, Felix Rd, Bristol BS5 0HE. Please note that all processing of your personal data will cease once you have withdrawn consent, other than where this is required by law, but this will not affect any personal data that has already been processed prior to this point.