



## **Client Privacy Statement**

This Privacy statement explains:

- Who are we
- what information we collect
- Information you provide to us
- Sensitive Personal Information we hold
- Information from other sources
- How we will use this information
- How we keep your information safe
- your choices regarding your information we hold

### **Who we are:**

Samphire started life as the Dover Detainee Visitor Group back in 2002. It came into being as a result of concerns felt by a number of local residents about the plight of the people detained at the newly established Dover Immigration Removal Centre. Our work started as a volunteer visiting scheme through which people detained could be visited by members of the local community, the purpose of which was to reduce the social isolation of detainees and to extend the hand of friendship. The group registered as a charity in 2004. In the years since then the charity expanded to include a Detention Support Project, a Legal Project, an Awareness Raising Project and an Ex-Detainee Project, and with this a name change to Samphire.

After the closure of Dover Immigration Removal Centre in October 2015, the work of the Detention Support Project and Legal Projects came to an end. The work of the Ex-Detainee Project continued and, following consultation with our volunteers, members and stakeholders, Samphire took the decision to expand the Awareness-Raising aspect of our work.

In February 2016 Samphire's Community Engagement Project was established to challenge attitudes towards migration, and to focus bringing together migrant and British



communities to improve social cohesion, and better inclusion of migrants in Dover and surrounding areas of Kent.

The Ex-Detainee Project was awarded another 3 years of funding in November 2017 and has extended their service by creating the Community Champion Programme in four regions of the UK.

### **What information we collect:**

Personal information is any information that can be used to identify you. For example, it can include information such as your name, date of birth, email address, postal address, telephone number, as well as information relating to your health or personal circumstances. It can also include photographs and videos.

### **Information you provide to us**

You may be asked to give us information in order to sign up for one of our events, attend a group or activity or receive our services. This information may include:

- your name
- age or age range
- address
- next of kin or parents/carers/guardians details
- Any relevant Health conditions or additional needs (in order to keep you safe). This is **sensitive data**, and we need it as it lets us know what we should do if you were to become unwell
- Ethnicity. This is **sensitive data** and we may ask for this in order to understand our migrant communities better.
- Bank Details (only for one service where we may make a payment to you).

### **Sensitive Personal Information we hold:**

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs.

If you contact our Ex Detainee Helpline or via other more general communications, such as blogs or emails, you may choose to provide details of a sensitive nature.

We will only use this information:



## Samphire

- For the purposes of dealing with your enquiry, training, and quality monitoring or evaluating the services we provide.
- We will not pass on your details to anyone else without your express permission except in exceptional circumstances. Examples of this might include anyone reporting serious self-harm or posing a threat to others or children contacting us and sharing serious issues such as physical abuse or exploitation.
- Where you have given us your express consent or otherwise clearly indicated to us that you are happy for us to share your story, then we may publish it on our blog or in other media.

### Information from other sources

We also use information from the following sources:

#### Social Media

Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or Twitter, you might give us permission to access information from those services, for example when you publicly tag us in an event photo.

### How we will use this information

The lawful basis we use for processing our data is **consent**. You need to agree to our organisation being able to process your data.

We may need to process your information if we have a **legal obligation** to, such as when we need to keep you safe from harm or if you became unwell when you using our facilities and community activities. Keeping you safe is legal requirement which we have to follow.

When we have a legal obligation then your information may be shared by us to third parties, only in order to protect your safety or the safety of someone else and/or to provide you legal advice. These third parties may include any of the following:

- To paramedics if you were to become ill or injured
- Hospital staff if you were taken to hospital
- Kent Police – to report a suspected crime, if someone goes missing, or there other similar circumstances where we believe you or someone else may be harmed, vulnerable, or in danger.
- Social Services – for a safeguarding concern, similar to the reasons why we may contact the police.
- Legal advisors.



## **Samphire**

Where possible and practicable we would always try to discuss with you why we feel it is necessary to contact and provide your information to these organisations.

We do not sell your details to any organisations whatsoever. We do not use profiling data and we do not directly market our services to you.

### **How we keep your information safe**

We ensure that there are appropriate controls in place to protect your personal details. For example our forms are stored in a locked filing cabinet, in a locked office, within the building and a few members of staff can have access to the keys.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, and volunteers.

Records stored on a computer system are password protected and only the necessary and appropriate staff will have access to these records. We use a secure server.

### **Your data – Your Choice**

#### **Accessing, deleting and updating your personal information**

You have a right to ask us to stop processing your personal data, and to delete it, for example if you left the group or activity and stop using our services. We will do this without delay, you just need to call us on 01304 242755 or email [info@samphireproject.org.uk](mailto:info@samphireproject.org.uk)

You have a right to ask for a copy of the information we hold about you. If there are any discrepancies in the information we provide, please let us know and we will correct them. We are more than happy to correct any errors or change in circumstances.

You can also contact us if you want to access your information, send a description of the information you want to see and proof of your identity by post to **Samphire, 54-56 Castle Street, Dover, CT16 1PJ**. We do not accept these requests by email so we can ensure that we only provide personal data to the right person.

We only keep your information for as long as you access our services, or the maximum of 1 year ( or 6 years for legal work).

You can withdraw consent for a photo or video of you at any time and we will destroy it within 20 days of receiving your request, if not sooner. A photo or video will be destroyed after 1 year if you have not withdrawn your consent before that period.



**Samphire**

Our designated Data Protection Officer is Brenda Hounsell.