



COMMUNITY OF REFUGEES FROM VIETNAM East London

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CRV East London's Privacy Statement

Contact details

CRV East London's Data protection Officer (DPO) is Quan Tran (Coordinator). Should you wish to discuss any data protection matters please contact him on 0207 5384986.

Purpose of collecting data

CRV East London collects data on Vietnamese and Chinese residents in London Borough of Tower Hamlets, to enable us to provide a service to Vietnamese/Chinese service users who register with us. The data we request is essential for us to provide the services to Vietnamese/Chinese service users. We collect data at the point of registration with us and record ongoing work by keeping notes on our database. The data we collect is part of our funding requirement.

Special category data (e.g., race, religion sexual orientation)

CRV East London collects special category data to ensure our services are representative of the population of Tower of Hamlets. We use this data to target areas where we might not be meeting the needs of Vietnamese/Chinese service users. Vietnamese/Chinese service users have the right not to answer special category data questions and still be able to access services

Lawful basis

Vietnamese/Chinese service users - by giving us their consent, they agree to us collecting their data and the way we will use it.

We have a legitimate interest to collect information on Vietnamese/Chinese service users for to enable us to provide a service to them.

Who we will share it with

CRV East London works in a consortium (Domiciliary care partnership), our advice organizations partnership: Island advice center, Tower Hamlets CAB, Tower Hamlets Age UK, LienViet Housing Association and Vietnamese mental health service.



Safeguarding – There might be times when Vietnamese/Chinese service users or related third parties, give CRV East London information that would form a safeguarding concern – e.g. there is a risk to a vulnerable person. As a result, CRV East London has a legal requirement to share this information with statutory body e.g. social services. CRV East London will endeavour to let a Vietnamese/ Chinese service user know this information is going to be shared prior to sharing it.

Marketing – CRV East London will not share your details with any third parties (other than those explicitly listed in this document). Any publicity material you receive via post, email, text message or phone call will be in relation to services provided by CRV East London and our Partnerships.

We will treat your information with the utmost care and will never sell this information. We will not share your information with other organisations, unless there is a safety/welfare issue to you.

How long we will keep you information

CRV East London will retain Service users for information for as long as is reasonable. There are certain legal requirements in terms of data retention that we must adhere to. If you would like information on how long data is retained for, please contact the DPO.

Consequences

CRV East London requires the data we ask you for in order to provide a service to you. If you do not wish to give us this data, we are unable to provide you with a service (with the exception of special category data, where Service users can still access our services, regardless if they provide this information or not)

Vietnamese/Chinese Service users Rights

Right to be forgotten

Vietnamese/Chinese service users have the right to request that their data be erased from CRV East London's records. CRV East London has to respond to this request within one month. The request can be made verbally or in writing. The right to be forgotten is free, however CRV East London reserves the right to charge a 'reasonable fee' if the request is manifestly unfounded or excessive, taking into account whether the request is repetitive in nature. A 'reasonable fee' will be based on the administrative costs of processing the request.

The right to be forgotten is not absolute and only applies in certain circumstances:

- The personal data we hold is no longer necessary for the purpose which you originally collected or processed it for
- CRV East London is relying on consent as their lawful basis for holding the data, and you withdraw your consent;



The right to be forgotten does not apply if CRV East London is processing the data for one of the following reasons:

- to comply with a legal obligation;
- for the establishment, exercise or defence of legal claims e.g. benefits advice

Right of Access

Vietnamese/Chinese service users have the right to request access to the information CRV East London has in relation to them. This request can be made verbally or in writing (?) and CRV East London should respond to it within one month of the request being made. CRV East London will be able to extend the period of compliance by a further two months where requests are complex or numerous. If this is the case, CRV East London will inform the individual within one month of the receipt of the request and explain why the extension is necessary.

Where requests are manifestly unfounded or excessive, in particular because they are repetitive, CRV East London can:

- Charge a reasonable fee taking into account the administrative costs of providing the information; or
- Refuse to respond.

If CRV East London refuses to respond to a request, we will explain why to the individual, informing them of their right to complain to the supervisory authority and to a judicial remedy without undue delay and at the latest within one month.

Data Breach

CRV East London takes great care of information we hold to ensure that data breaches do not occur. However if a data breach does occur we will inform Vietnamese/Chinese service users of it if a breach is likely to result in a high risk to the rights and freedoms of individuals. If this is the case CRV East London will inform those concerned directly and as soon as possible.

To determine what is 'high risk', CRV East London will assess both the severity of the potential or actual impact on individuals as a result of a breach and the likelihood of this occurring. In such cases, CRV East London will promptly inform those affected, particularly if there is a need to mitigate an immediate risk of damage to them. One of the main reasons for informing individuals is to help them take steps to protect themselves from the effects of a breach.

