



Collection and use of personal information

Our organisation collects and uses certain personal information that varies depending on the Diversity Voice service you access:

Identifying details, communication information and personal characteristics (such as full name, home address, date of birth, telephone number and email details).

Various visa, BRP and EUSS scheme reference numbers.

How we collect and use your information

Most of the information we process comes directly from you for a variety of reasons, including

Registration for our Welcome Hub activities.

Registering for our training programmes.

Administering and distributing foodbank vouchers.

Collecting feedback and carrying out surveys.

Signing up for our English language courses.

Providing advice on the EUSS.

Providing support and assistance to community workers.

Support services as part of our Open Mental Health Alliance agreement.

Providing interpretation and translation services.

Occasionally, in certain circumstances, we may obtain personal information from secondary sources:

From Somerset County Council regarding support for refugees and asylum seekers.

From the local NHS Foundation Trust in relation to the provision of health services.

From other voluntary sector organisations, such as members of the Open Mental Health Alliance, for mental health support.

From local education and early years providers.

From Avon and Somerset Police.

We use the information you provide to provide support through our Community Team, including interpreters, translators, English teachers and other services through our Welcome Hubs.

This information may be shared with third parties such as Somerset County Council, Somerset NHS Foundation Trust, local healthcare providers, Open Mental Health Alliance partners, other Welcome Hubs, Avon and Somerset Police, schools and early years providers in order to provide the support you need.

Under the UK General Data Protection Regulation (UK GDPR), we process information on the basis of:

- (a) obtained consent.
- (b) Contractual necessity.
- (c) Legal obligations.
- (d) vital interests.
- (e) the fulfilment of public functions.
- (f) Legitimate interests.



Information Storage and Security

We keep your personal information secure. Digital records are password-protected and physical documents are stored in a secure cabinet for six years. After this period, we securely dispose of data by shredding physical copies or deleting digital records from our servers.

Your privacy rights

Your rights under the Data Protection Act include

Access: The right to request a copy of your data.

Rectification: The right to request the correction of inaccurate data or the completion of incomplete data.

Erasure: The right to request the deletion of your data in certain scenarios.

Restriction of processing: The right to request a restriction on the processing of your data.

Objection to processing: The right to object to the processing of your data in certain situations.

Data portability: The right to request that data be transferred to another organisation or to you, under certain conditions.

There is no charge for exercising these rights. We aim to respond to such requests within one month.

If you have any requests or concerns, please contact us at communities@culturalinks.co.uk

Complaints

If you have any concerns about our use of your information, please contact us at

communities@culturalinks.co.uk

You also have the right to make a complaint to the ICO if you are unhappy with our handling of your data.

ICO contact details:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline: 0303 123 1113

ICO website: <https://ico.org.uk>