



ROAD is funded by the European Social Fund & the National Lottery Community Fund

Hosted by Groundwork NE & Cumbria

## **ROAD Fair Processing & Privacy Notice: How we will collect your data, what we will do with it and how we will control and process it**

**What information do we need?** - When you show an interest in the Reaching Out Across Durham (ROAD) Programme, we will commence taking personal data from you, including your name, address, telephone number, email address, National Insurance Number, type(s) of benefit(s) you receive (if any), details of any problems or barriers you may have and why you are interested in the Programme.

Should you enrol onto the **ROAD** Programme, we will then need to collect further information which we will share with the National Lottery Community Fund and the Managing Authority (Department of Work & Pensions / European Social Fund – (DWP / ESF)). This may extend to information about your ethnicity, your household and whether you have a criminal record. We will also issue you a specific Privacy Notice from the Department of Work & Pensions.

This notice allows us to process your data in line with the secondary data controller DWP / ESF. The legal requirement we use to do this is called '**Public Task**' which enables us to share this data with the National Lottery Community Fund and the DWP / ESF.

This '**ROAD Fair Processing Notice**' takes account of all other data we may collect which could include specific details about health, finance, barriers and anything else you may wish to advise us of. This may contain sensitive personal information.

### **Why do we need your information?**

We need your personal information in order to provide you with the support you require to reach your potential. We also have a **legal requirement** under '**Public Task**' to obtain particular data as part of your being supported by the ROAD Programme. Public Task means 'processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller'. **We will not collect data from you that we do not need.**

### **How will your data be used?**

Groundwork NE & Cumbria and our partners delivering the ROAD Programme will use your data to help us assess, organise and deliver the most appropriate type of support for you. We may also use your data in reports to monitor the progress of the programme, including producing statistics. This information may also enable us to better understand how our services work and what difference they make to the people involved.

## Data Security

Your data is stored on our IT systems, which are fully-secure and approved by our Commissioners. Similarly, all physical data is secured by each Partner, adhering to their own strict data security policies which as data controllers, Groundwork review on at least an annual basis. Your data may be stored on a cloud-based server within the European Union – this is regulated by our Commissioners. We **will always** take reasonable steps to ensure that your personal data is processed securely and sensitively. You can read more about this on our website [www.reachingoutacrossdurham.org.uk](http://www.reachingoutacrossdurham.org.uk)

## Your responsibilities

**You have the right to access the personal data we process about you.** You can request access to the information we hold about you at any time by completing a **Subject Access Request**, which you would usually do via your Navigator, but you may contact Vicky Wood (details below) if you prefer. We will respond to any received requests within 21 days.

You have the right to be confident that we will handle your personal information responsibly and sensitively. If you have a concern about this, you can contact your Navigator in the first instance.

## How long do we keep your information?

We have an obligation to retain your data under the Public Task and European Regulations, which at present, means we are required to retain it until at **least 31<sup>st</sup> March 2034**. After this time, your data will be destroyed securely by an approved organisation.

## How do I make a complaint?

In the first instance, please contact your Navigator, or if you prefer, please contact the Project Manager **Vicky Wood**. A copy of our complaints policy is available upon request.

## How do I find out more?

The Reaching Out Across Durham Programme has **two Data Controllers**:

### 1) Groundwork NE & Cumbria

Vicky Wood (Project Manager)  
ROAD – Groundwork NE & Cumbria  
Unit 5 – The Greenhouse – Amos Drive  
Greencroft Industrial Park, Stanley  
County Durham, DH9 7XN  
Tel: 01207 524 833

### 2) Department for Work & Pensions & European Social Fund

Email: [rightofaccess.requests@dwp.gsi.gov.uk](mailto:rightofaccess.requests@dwp.gsi.gov.uk)  
[www.gov.uk/dwp/personal-information-charter](http://www.gov.uk/dwp/personal-information-charter)

**The Reaching Out Across Durham Partnership** consists of Groundwork North East & Cumbria, Citizens Advice County Durham, Changing Lives, Humankind, Finchale Group, Jack Drum Arts and Pioneering Care Partnership.

## Contacting You

We will ask you to complete a separate form to advise us if we are able to contact you for any reason other than to support you, for example, to advise you of events you may be interested in, or make you aware of courses. We will also ask for your permission on contact type preferences, for example, by post / email. The protection of your data is governed by the Information Commissioners Office – [www.ico.org.uk](http://www.ico.org.uk) and you have the right to complain to the ICO.