

Wiltshire HOPE project privacy notice template

Please note the categories below that this notice covers

Adult care and support	X	Housing	X
Births, deaths and marriages	X	Jobs and skills	X
Business		Libraries	
Children and childcare	X	Licenses	
Complaints and feedback		Parking and roads	
Council and democracy		Pests, pollution and hygiene	X
Council tax, benefits and money	X	Planning and building	
Emergency and crime prevention	X	Schools and education	X
Employing people including Human Resources		Sports, leisure and culture including allotments	
Health and wellbeing	X	Website and ICT services	X

Description:	Wiltshire HOPE is a partnership project initiated in Salisbury by Alabaré, Turning Point, Wiltshire Council and Wiltshire Police to help people gain choice and control over their lives, making the desired outcome of living a more fulfilled life within the community happen when achieved.
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Wiltshire HOPE project privacy notice

Last updated: 2 July 2021

Please note: the following notice provides additional privacy information to the overarching Wiltshire Council privacy notice.

HOPE stands for:

- **H**elp people find choices and next steps
- **O**pportunities to overcome barriers and get support
- **P**ersonalised approach to meet your goals
- **E**volving support that encourages long term change

It is an partnership project initiated by Alabaré, Turning Point, Wiltshire Council and Wiltshire Police to help people gain choice and control over their lives, making the desired outcome of living a more fulfilled life within the community happen when achieved.

Underpinning this are some key principles:

- Person centred approach: *putting the person in control of the process, choosing their own goals, creating their own plan.*
- Trauma informed approach: *understanding the reasons why people may be in complex situations, and the effect trauma has on people's choices and circumstances. Shaping our services to help address this trauma.*
- Problem solving and action planning: *challenging ourselves to think how else, what else, and not apply standard process.*
- Flexible and intensive responses: *doing what needs to be done to support people, not what needs to be done to fit existing processes*
- Co-ordination: *connecting to create a holistic view and approach*

What personal information we collect

We collect personal information to make sure that we can carry out our work. The personal information we collect can include:

- Address and contact details (including email)
- Age / date of birth
- Attainment or educational data
- Crime or offending information
- Employment data
- Ethnicity or nationality
- Financial, e.g. bank details, benefits, debt information
- Health or medical records including details of disabilities
- Marital status
- Name
- Religion
- Sexuality

Who we collect personal information about

When we collect personal information it may be about:

- Participants
- Carers
- Extended family e.g. parents, children, siblings

How we use personal information

We use your personal information for:

- Commissioning of services
- Conducting surveys or reviews
- Crime prevention and prosecution
- Maintaining accounts and records
- Offending prevention work, management of court orders and other initiatives
- Promoting the services we provide
- Provision of employment, education and training advice/support
- Provision of services focused on individual or family health
- Provision of support and guidance to young people
- Safeguarding the welfare of adults
- Safeguarding the welfare of children and young people
- Undertaking investigations and audits

Why we use your personal information

We are required by law to support our residents. This is detailed in legislation and guidance including:

- The Care Act 2014: safeguarding adults
- The Children Act 1989
- The Children Act 2004
- Safeguarding Vulnerable Groups Act 2006
- Childcare Act 2006 (as amended in 2018)
- Working Together to Safeguard Children 2018
- Keeping Children Safe in Education 2019
- The Human Rights Act 1998
- Sexual Offences Act 2003
- Family Law Act 1996 (as amended)
- Licensing Act 2003
- Anti-Social Behaviour, Crime and Policing Act 2014
- Health and Safety at Work etc Act 1974
- GDPR and the Data Protection Act 2018

Our legal basis to process personal data

Under the UK General Data Protection Regulation (GDPR) Articles and the Data Protection Act are one or more of the following:

- Processing your personal data with your consent;
- Processing necessary to comply with a legal obligation;
- Processing necessary in the performance of a task in the public interest or in the exercise of official authority vested in the council.

Legal basis to process special categories of data will be one or more of the following:

- Processing your data with your explicit consent;
- Processing your personal data for reasons of substantial public interest;
- Processing necessary for the purposes of the provision of health or social care or treatment or the management of health or social care systems and services.

Who we share your personal information with

We collect information from and disclose information to individuals and organisations that can support our work. This could include:

- Council departments
- Health and healthcare organisations
- Law enforcement and prosecuting agencies
- Ombudsman, licensing authorities and other regulatory bodies
- Other public bodies or authorities e.g. DWP
- Partner agencies and service providers e.g. housing providers
- Schools, Higher Education and training providers

When we make an automated decision about your personal information

The Wiltshire HOPE project doesn't make any automated decisions that don't involve a human being when using your personal information.

How long we keep your personal information

Wiltshire Council will not keep your personal information any longer than necessary and in any case no longer than seven years after our work with you has ended.

Overseas transfer of your personal information

This service will not transfer your information outside the UK.