**Tackling Multiple Disadvantage (TMD)**

**Why we ask for your personal details**

**What we do with them**

**Understanding your rights**

**Why we ask for and keep your information**

When you join the TMD project we will ask you for some personal information. This information is very important as it allows you to take part in the programme. It also allows the organisation through which you have joined the project to receive the funding it needs to continue supporting you.

You may feel uncomfortable in telling us certain things, but you will not be able to access the opportunities that the TMD project offers without sharing this information with us.

**How we collect your information**

You will give us most of the information we hold. But the support bodies you work with may also give information about you to the lead organisation for the project – the lead organisation is Crisis UK.

**Information linked by Dept. for Work and Pensions**

As the project is funded by the European Social Fund (ESF) through the Dept. of Work and Pensions (DWP), DWP may also link your personal details to official administrative records in order to monitor your employment status before your ESF support began and up to 12 months after you leave.

**The type of information we keep about you and that is shared with Crisis**

The type of information we keep could include:

* your initial application form including personal contact details
* correspondence with or about you
* information to support any expenses you need to claim
* your eligibility to state benefits
* information on your nationality / ethnicity
* records about your previous employment, including qualifications and training records
* documents and emails produced by the programme staff who support you
* information about your physical and mental health (including substance misuse) – this may be needed to comply with our health and safety and safeguarding obligations
* a copy of your proof of ID
* a copy of documents that show you have the right to work in the UK
* (if we support you into work) a copy of documents that show you are working
* a unique participant identifier

**Do Crisis share the information with anyone else?**

Yes.

The programme is funded from a European Social Fund via the Department for Work and Pensions (DWP). Crisis is required by DWP to show them how the funds are spent, and this means that they have to send DWP regular updates on who the funds are spent on, and how. DWP use the information to evaluate the project and report to the European Social Fund in line with European Commission regulatory requirements. Without sharing this information Crisis would not be able to get the funding to share with the organisation that is supporting you. In this type of relationship DWP are called a ‘data controller’, and Crisis is a data processor on their behalf.

Your information will also be shared with research organisations working on behalf of DWP who may contact you to discuss your involvement in the project for research purposes. Participation in research is voluntary and you will be asked to consent before taking part in any research activity you may be contacted about.

DWP may also share your linked administrative records with the research organisations working on their behalf, however individuals will not be identifiable and you will not be contacted about this research.

DWP will not use or share your information for commercial use or marketing purposes.

Where we ask for information that is not directly required by DWP and the ESF, Crisis is the ‘data controller’. [[1]](#footnote-1)

Crisis also need to make sure that the money is spent well and supporting people who will really benefit from the support it provides. To do this Crisis use a research company (National Learning and Work Institute) to analyse how effective the programme is and share some of your details with the research company. The company may contact you to see if you would like to take part in the research. It’s not mandatory for you to do this, but it does help Crisis make sure that the funds are being used for the best results.

**How we keep your information safe**

The information you give us – your ‘data’ - is kept safely on our computer system’s databases. Your information is used carefully by members of our team to support the work they do for you. Where we share your information with Crisis it is always transferred securely.

Paper records are kept by partner organisations in line either with to the end of the project, or their retention policies whichever is the latter.

DWP keeps your information secure at all times, and no-one can access it unless they are authorised to do so.

**How long we keep your information**

DWP and the European Social Fund require us (and Crisis) to keep your personal data until at least 31 December 2029. Personal data held by DWP for all other purposes as required by the European Commission Regulations will be retained in line with the current guidance on GOV.UK at: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/file/591617/ESF\_Guidance\_on\_document\_retention.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/591617/ESF_Guidance_on_document_retention.pdf%20)

All personal data held by DWP or research contractors for the purposes of evaluation will be permanently deleted no more than six months after the research has been completed (i.e. when the final report is published on GOV.UK)

## **Your rights and your information**

You have rights and control about how your information (data) is used. The laws that help you do this are the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA).

These laws mean:

* you can ask us or Crisis to show you all the information that is held about you. You would have to write to DWP separately to access information that they hold – please see below.
* you can ask us to correct anything that you think is wrong, but you cannot ask us or Crisis to delete information about you that has been gathered to support your participation in the TMD programme. This information is gathered by DWP under the lawful basis that the TMD programme is run in the ‘public interest’, and they have an official duty in ensuring that the funds are used appropriately.
* you can tell us (as your main service provider) or Crisis, not to process your data – for marketing purposes. Do note however that you cannot receive email direct marketing without your agreement.
* you can complain if you think we (or Crisis) have broken the GDPR or DPA 2018 law

If you do not wish your personal data to be used for ESF evaluation purposes please contact ESF.EVALUATIONS@DWP.GSI.GOV.UK and they will delete your data held for those purposes and you won’t be contacted about participating in DWP/ESF research.

More information about how and why DWP uses your personal information, including how to ask for a copy of the personal information DWP holds about you can be found in DWP’s Personal Information Charter at[: https://www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter](https://www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter)

Information about how to ask for a copy of the information DWP holds about you (known as a ‘’Right of Access Request’) can be found at <https://www.gov.uk/guidance/request-your-personal-information-from-the-department-for-work-and-pensions>

**How to complain**

Complaints about data protection can be handled by the government’s Information Commissioners’ Office. You can contact them at <https://ico.org.uk/concerns/handling/>

However, we would always like to try to help you first. So, if you are unhappy about the way you think your information is being dealt with at Crisis please contact their data protection officer Beverley Adams-Reynolds. Beverley is based at their London Head Office. Her email is: data.protection@crisis.org.uk

1. The [ESF Programme Action Note 018/18](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/704535/018-18_General_Data_Protection_Regulation__GDPR__and_ESF.pdf) sets out the lawful basis for processing personal data under ESF. [↑](#footnote-ref-1)