Crisis at Christmas

Day Centres

Why we ask for and keep your information

When you join Crisis at a day centre, we will ask for some information about you. **The information is fully anonymised, meaning it cannot be used to identify you personally.**

- We use this anonymised data to better understand who is using our services, to research and analyse the trends in homelessness, to improve our services and understand the impact of our services.

  It also helps us influence government policies and create solutions to reduce homelessness in the future.

You do not have to provide this information if you are uncomfortable.

- If you prefer not to share your details, please let one of our volunteers know.
- You can still access our services without providing any personal information.

How and when we collect your information

We collect this information when you join our day centres. We collect:

- Whether you have attended the centre before
- Gender
- Housing situation (e.g., current accommodation status)
- Services you are interested in accessing

No identifiable personal information (such as your name or contact details) is collected.

How we keep your information safe and how long we keep it

The anonymised information is kept secure in our systems; as the data is anonymised, there is no risk of it being linked back to you. We regularly review this data to ensure it remains useful and relevant to our mission.

Shift Books – recording of incidents and events

Whilst running the Day Centre, we will record incidents and events that happen. This is so staff and volunteers on the next shift are aware of what has happened and can continue to provide support. This is in their legitimate interests, and ours as the organisation responsible for health and safety.

Crisis will record the minimum amount of personal information about the incident or event.

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After the Day Centre's close after Christmas, Crisis will anonymise the Shift Books and use them for future learning and staff training.

- Please note: if an incident results in eviction, we will record and retain details of this.
- We will also share the details with any other partners as necessary so that their staff can also work in safety.

Healthcare, Eyecare and Advice Services

If you choose to engage with services whilst at the Day Centre, we will need more information from you. This additional data is **not** linked to the anonymised information provided to access the Day Centre; it is handled separately.

	Personal information we need to provide the service	How long we keep the data collected for service
Healthcare	• Your name and date of birth • Information about your medical history • Information about medication you are on or are given by the team	It is securely stored in a confidential, locked facility for 7 years, in line with best practice for healthcare records. Only you, upon request, can access this data. After 7 years, the information will be securely destroyed.
Eyecare*	• Your name and date of birth • Information about your eye tests • Your address (if you have been offered a pair of glasses and ask for them to be posted to you)	
Advice	• Your CHAIN number • Details of any advice you may have been given whilst at out day centre	While the services is operational – i.e. until the Day Centres close at the end of December.

* Crisis works together with another charity, Vision Care for Homeless People (VCHP), to provide the eyecare analysis and treatment service to Christmas Guests at Crisis at Christmas. The form used to obtain your details makes this clear that Crisis shares your information with VCHP so they can provide you with eye care support. The information will be kept securely and will be kept for 8 years after you visit us at Christmas.

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Your rights and how to complain

You can ask for a copy of your personal information. Please let staff know if you wish to use this right of access, wish to know more about your other data protection rights, or if you have any other concerns or questions about how Crisis is using your personal information.

If you have any concerns about how we are handling your anonymised data, we would like the opportunity to address them. Please contact our Data Protection and Compliance Officer at: data.protection@crisis.org.uk.

If you are not satisfied with our response or believe we are not handling your data appropriately, you can make a complaint to the Information Commissioner's Office (ICO). Complaints about data protection are handled by the ICO, and you can contact them at: "Make a complaint" https://ico.org.uk/make-a-complaint/data-protection-complaints/

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