Crisis at Christmas

Hotels

Why we ask for and keep your information

When you join Crisis at Christmas, we will have some personal information about you from the referrals we have received

- We will likely know your name, date of birth, gender and CHAIN number if you have one.

  This information is really important as it helps us to give you the support you need, not only over the immediate Christmas period but for many people it is the start of a journey towards ending their homelessness.

- We also use 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 don't have to give us information if you are uncomfortable in telling us certain things.

But there will be some information you will need to give us if you want to use all of our services at Christmas hotels, be given hotel accommodation, or referred to other organisations who can help you during and after the immediate Christmas period.

How and when we collect your information

If you are an existing Crisis Member, we may already have some information about you.

Additionally, organisations you have engaged with outside Crisis – such as charities, hostel providers, advice centres, or local authorities – may provide us with information about you.

We also collect information when you join us at Christmas time. The type of information we keep could includes:

1. your name, date of birth and gender
2. your contact details (phone and email)
3. information about the sorts of help you want from us – and the reasons
4. information about your physical and mental health – this may be needed to comply with our health and safety and safeguarding obligations, and also help keep you (& others) safe in hotel accommodation
5. details of your immigration status
6. information on your nationality
7. your CHAIN number (if you have one)

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How we justify collecting, using and sharing your personal and sensitive data

We need your information to run our Crisis at Christmas hotels and services effectively, efficiently and securely.

We use your information as follows:

- To **arrange hotel accommodation** for you*
- To **ensure hotel security** can manage access to the hotel and maintain security*

  We will share your information with the hotel. This is your interest, and ours. If sensitive information is shared, it will be the minimum required to ensure the substantial public interest of ensuring the safety of you and the hotel staff, volunteers and security.
- To **protect you or another person** from serious harm

  i.e. to protect vital interest, or for safeguarding reasons.
- If the police approach Crisis **to help prevent or detect** crime

  We assess their request. If withholding information could harm the police investigation we may share relevant and proportionate information without your consent.
- To **help others deliver ongoing support** after Christmas

  If we facilitate your ongoing support from local authorities after our Christmas support ends, i.e. we will share facts about you staying with us with them.
- In very rare occasions, we may have to share information

  i.e. if we receive a Court Order directing us to do so, or the law requires us to.

* Shift Books – recording of incidents and events

Whilst running the Hotels, 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.

After the Hotel'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.

How we keep your information safe

Your personal information is stored securely, whether in physical or digital form on our systems.

Our Christmas volunteers and Crisis staff use your information with care to support their work for you and received training and guidance from us.

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How long we keep your information

We will keep your personal data for **two years** after your last attendance at a Christmas centre.

We will then anonymise your personal information and retain it in this non-identifiable format to enable us to continue our research and analysis into the causes of homelessness, and the impact we have on helping people out of it.

If an **incident** occurs whilst you are being supported by us, we will keep that incident information for **four years**.

If you are **evicted,** we will keep details of that eviction for **seven years**.

What happens after Christmas?

If you agree to Crisis supporting you after Christmas, the personal information we have will be transferred to our Member database so that our Skylight teams understand your support needs as soon as you start working with them.

Your rights and your information

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

You can ask us to:

- show you all of the information we have about you
- correct anything that you think is wrong
- erase your personal data from our systems if we no longer need it
- transfer you data to another provider of a similar service

You can

- change your mind where you have given us permission (your consent) to process your information (i.e. you can withdraw this permission)
- complain if you think we have broken the UK GDPR or DPA 2018. If you have any concerns about how we are handling your 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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