



Sharing and Protecting Anonymised Data at Crisis at Christmas Day Centres:

- **Why we ask for information**
- **What we do with it**
- **Understanding your rights**

Why we ask for and keep your information

When you join Crisis at one of our day centres, we will ask for some information about you. This information is important as it helps us understand who is using our services and to work towards our mission of ending homelessness. **The information we collect is fully anonymised, meaning it cannot be used to identify you personally.**

We use this anonymised data to better understand the trends in homelessness and to improve 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.

Lawful Bases for Processing Your Information

Under data protection law, Crisis must have a lawful basis to collect and process information, even if it is anonymised. The data we collect in day care centres is anonymised at the point of collection, meaning it cannot be linked back to you personally. This means we do not need your explicit consent, as the data does not identify you.

The lawful basis for collecting this anonymised data is **Legitimate Interests**, as it helps us to improve our services and support our mission to end homelessness. Since no identifiable personal data is collected, the risk to your privacy is very low.

How we keep your information safe

The anonymised information you provide is kept secure in our systems and is used carefully by Crisis staff members for analysis. As the data is anonymised, there is no risk of it being linked back to you.

How and when we collect your information

We collect this information when you join our day care centres. The information we collect is anonymised and includes general details like your, gender, housing situation, whether you have been to the centre before and what services you would like to access.

The type of information we collect

At our day care centres, the type of information we collect is anonymised and may include:

- 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 long we keep your information

As the data we collect is anonymised, it is not linked to you personally. We will retain this anonymised data for research and analysis purposes to better understand homelessness trends and the impact of our services. We regularly review this data to ensure it remains useful and relevant to our mission.

Additional data collected for services (healthcare, eyecare, advice):

Whilst the data we collect at our day centres is anonymous, we may ask for additional data if you choose to engage with some of our services. These include our healthcare, eyecare and advice services and details of the data we may collect are below, but it is important to know that you do not have to give this information to use one of the services if you don't want to. This additional data is not linked to your anonymised information and is handled separately in accordance with best practice retention periods.

Healthcare

- Your name and date of birth
- Information about your medical history
- Information about medication you are on or are given by the team

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

How long we keep the additional data collected for services

Healthcare & Eyecare

- Your healthcare and eyecare data 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.

Advice Services

- Your information will be retained while the services is operational. For advice this will be until the Day Centres close at the end of December.

Your rights and your information

Even though the data we collect is anonymised, you still have rights about how information is used. These rights are protected by the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA). This means:

- You can opt-out of providing information if you prefer not to share it.
- You can ask us about the purpose and use of the anonymised data.
- You can raise concerns if you believe your anonymised data is being used in a way you are not comfortable with.

How to complain

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:

<https://ico.org.uk/concerns/handling/>

Crisis is a data controller for the purposes of the Data Protection Act 2018 and the UK GDPR.