



YARL'S WOOD BEFRIENDERS - PRIVACY NOTICE

(Note: this is printed on the reverse of the initial visit form and detainees are given a copy at the initial visit.)

Who are Yarl's Wood Befrienders (YWB) and what do we do?

Yarl's Wood Befrienders is a charity, which provides emotional and practical support for people currently and previously held in Yarl's Wood IRC (the Centre) and other facilities. (Contact details for YWB are on the form overleaf.) Confidentiality is at the heart of the support we provide, and we take your confidentiality and the security of your data very seriously. Once we have completed our initial visit or phone call with you, we will allocate a Befriender to you. Befrienders are trained volunteers who give their time free of charge to visit or call people in or post detention. We will allocate one Befriender to you and that same Befriender will visit or call you weekly. You can change Befriender or stop being befriended at any time. What type of personal information do we collect? Personal information is any information that identifies you and relates to you, e.g. your name and contact details. Personal information is subject to data protection law to safeguard your rights and freedoms including your privacy. YWB is committed to protecting the privacy and security of your personal information. This Privacy Notice explains how and why Yarl's Wood Befrienders collects your personal information, what we do with that information, and how we keep it safe.

How and when will we collect information about you?

When you ask for a Befriender, a YWB employee or volunteer will visit you at the Centre or call you on the phone and spend time finding out about you and your situation. During that visit or call, we will record some of your personal information. We record this information on the form overleaf. You will be given a copy of this form and the Privacy Notice at that initial visit, or emailed it after your initial call. On this form you will be able to see the information we have collected from you, which we will store and process in accordance with this Privacy Notice. What information will we collect about you and how will we use it? Privacy law requires us to inform you what data we collect and on what legal basis we process it. We will collect and process the following data, and we rely on the following basis:

(1) Essential information: The only information we need to record in order to be able to provide you with a Befriender is your full name, mobile phone number, CID number, and room number (in detention) Port number and Home Office Reference (post-detention) It is your choice what further information you share with us, or with your Befriender, but this essential contact information is necessary in order for us to provide you with a Befriender, and for that Befriender to arrange visits or calls with you.

(2) Other non-essential information: You may tell us a lot of information during the initial visit or call, but we will only collect and record that information if you give us permission to do so. You will be able to see what we have recorded on the form before this initial visit is complete or when we email it to you. If you are happy to provide such information, it may be helpful for us to know the following types of information (in addition to the Essential Information) in order to assist us in matching you with the most appropriate available Befriender, and to enable us to refer you to any appropriate alternative sources of help or support either while you are detained or after:

- a) Health information: it would be helpful for us if we are made aware of any urgent health issues concerning your safety and wellbeing (for example if you have serious medical concerns, we might refer you to Medical Justice).
- b) It may be helpful for us to know if you have any previous convictions, other specific circumstances, or particular needs.
- c) It may be helpful for us to know other information about you such as your religion or your sexuality, (for example, if you are lesbian or bi-sexual we may refer you to UKLGIG.). These types of information are considered to be special or sensitive and therefore require a higher level of protection.

We need your written or if not possible, verbal consent to store this information. You can opt-out (stop) your consent at any time by texting your full name and STOP to: 07789 520 640. This will stop any future processing (e.g. storing and sharing) of information but please note that some processing of information may have already taken place.

Who will we share your information with?

We will only share your personal information with:

- (a) our YWB staff and volunteers, including your allocated Befriender;
- (b) other organisations who may be able to assist you, and only if you ask us to contact them on your behalf. (For instance, if you ask us to contact Medical Justice, UKLGIG, or BiD).

The only other time we would share your information with anyone outside the organisation (YWB) without your written or verbal consent would be if we believe you are in danger of harming yourself or anyone else.

How do we keep this information secure and how long will we store this information?

Our staff, trustees and volunteers are trained to protect your confidentiality. Whenever we collect or process your personal information, we'll only keep it for as long as is necessary for the purpose for which it was collected (or as required under law). Once it is no longer necessary for us to process your information, it will either be deleted completely or anonymised. The Initial Visit Form is stored securely at our offices. YWB will shred this form securely as soon as possible after you leave the Centre, and we aim to shred all paper material within 3 months of being informed that you have left the Centre. Information stored about you on our electronic database will be kept for a maximum of 6 years, unless you tell us otherwise, in order for us to help you where necessary post detention.

Can I see the information which you hold about me? You can make a subject access request, free of charge, to YWB for a copy of all information held about you. We have to process this request within 30 days, provided it is not unreasonable. If YWB feel it is unreasonable, we will provide you with the reasons why. You have the right to ask us to correct or update your personal information if it is inaccurate or out of date.

Reporting complaints or concerns

If you have any concerns regarding how YWB is handling your information, please contact us. If you are unhappy with how we have processed your personal information, or you are unhappy with our response to your requests about your personal information, you have the right to contact the Information Commissioner's Office (ICO). The ICO is a government body which gives free guidance to both organisations and the public about handling data safely, making subject access requests, raising a concern or claiming compensation, or checking that the information is held correctly. For more details see the ICO website here: <https://ico.org.uk/for-the-public/>