

London Borough of Camden

Refugee Communities Privacy Notice

The name and contact details of the data controller and Data Protection Officer:

London Borough of Camden, Judd Street, WC1H 9JE, London, 020 7974 4444

Data Protection Officer: Andrew Maughan, Borough Solicitor, dpo@camden.gov.uk

The kind of information we collect

We will ask the Home Office for your name, gender, age, your port reference number, country of origin and your first language for translation purposes as well as some of your personal circumstances, and health information if it forms part of your asylum claim may be shared with the council by the Home Office and/ or services that may be supporting you from another city to ensure you are supported and safe. We won't directly ask for other personal data, but you can tell us things that you think are important to your story. If you do, we'll write it down, so we don't forget what you said.

Why we are collecting your information

We will collect some of your Personal Data (name, gender, age, email, phone number, nationality, family size) so we can support you. We will collect other Personal Data with your consent as well as first language so we can deliver the service properly.

Where Early Help or Social Care are supporting you/ your family and completing an assessment and gathering information about your circumstances. We will confidentially record our assessments and discussions with you to best identify services to support you. For more information about Early Help see their Privacy Notice [here](#)

RAMFEL will be supporting service users in Contingency Hotels with No Recourse to Public Funds and limited availability to legal aid/representation with their asylum claims, including appeals

Due to limited access to solicitors on legal aid and the council unable and not qualified to provide legal advice and representation, RAMFEL will provide a much-needed service to support applicants with complex asylum claims and high levels of vulnerabilities.

The council works on the data analysis for all the Contingency Hotels in Camden. Officers liaise with Safeguarding teams, Adult Social Care (ASC) Children's Services, Public Health, Voluntary Community Services (VCS), Housing teams who need feedback on numbers of services users in all Contingency Hotels who will need support services from the departments above. Some data is obtained from Clearsprings Ready Homes (CRH) Live Portal. The Authenticator app on a phone generates a code, which is entered, and the Live Portal opens allows a view and download lists of occupants in each individual hotel.

Where a referral will be made to RAMFEL, which will be for certain people only, additional information will be obtained from them and will only be shared with third parties with their consent and for referral purposes for additional support/ services. This is due to the terms of the MoU imposed on us by the Home Office which requires consent.

RAMFEL will then provide support and advice to some people on their asylum claims, including appeals.

How the council will share your information

We will not transfer your information outside of the EU/EEA. The information you share with us will only be used to support you to access services relevant to your health, wellbeing and welfare. In some areas we do general matching and sharing of data to safeguard, prevent or detect crime. You can find more information about this on www.camden.gov.uk/privacy.

Where there are cases with legal complexities, we will share the above information in referrals to RAMFEL. RAMFEL will be supporting service users in Contingency Hotels with No Recourse to Public Funds and limited availability to legal aid/representation with their Asylum claims, including appeals to support applicants with complex asylum claims and high levels of vulnerabilities.

The legal reason for using your information

For personal data : To reuse data we have obtained from the Home Office, under the terms of the Memorandum of Understanding with them, the council are a data processor and require your consent to reuse that data.

For that information our legal basis is art 6(1)(a) consent. For information that you give us and the council then uses we are the Data Controller and our legal basis is: Art 6(1)(e) public task. Art 6(1) (c) Legal obligation, in some cases Art 6(1) (d) Vital interests.

For special category data: Art 9(2) (b) Employment, social security and social protection with the Data Protection Act 2018 Schedule 1 Part 1 condition being Para 1 Employment, social security and social protection and Para 2 Health or social care purposes; Art 9(2) (g) Reasons of substantial public interest (with a basis in law) and the Data Protection Act 2018 Schedule 1 Part 2 condition being Para 6. Statutory and government purposes and para 18. Safeguarding of children and individuals at risk; in rare cases Art 9(2) (c) Vital interests

The underpinning laws are Children's Acts, Care Act 2014, Health and Safety at Work etc Act 1974, Localism Act 2010

How long we will keep your information

We will keep the information you share with us until your legal case has been resolved.

Your rights to your information

You have the right to request a copy of the information we hold about you, the right to ask us to rectify, erase or restrict processing of your data, the right to ask for data portability, the right to object to automated decision making, and if we are relying on consent the right to withdraw consent at any time. There are some exemptions to these rights. Please see our website [Your rights - Camden Council Individual rights | ICO Your rights - Camden Council and the ICO website for more information. To exercise these rights please use our web form](#)

Your rights to make a complaint

If you're unhappy with how the Council has handled your personal information, you can complain to the Information Commissioner's Office. It would be helpful if you first tried contacting dpo@camden.gov.uk to see if the problem can be resolved. If not, you can reach the ICO by phone at 0303 123 1113, via live chat or on their website.