

Bosnia and Herzegovina Community Advice Centre (BHCAC)

PRIVACY POLICY NOTICE

Bosnia and Herzegovina Community Advice Centre (BHCAC) is a registered Charity organisation supporting disadvantaged and marginalised Londoners from West Balkans. The Charity also provides Welfare Benefits advice services to the wider local community experiencing socio-economic disadvantage through provision of its outreach services at Harlesden and Willesden libraries (Brent Hubs). Bosnia and Herzegovina Community Advice Centre is registered with the Information Commissioner's Office (ICO) under registration reference: Z9328277.

In this notice we use the term personal information from which you can be identified. This might include your name, home address, email or telephone number, third party information, birth/marriage certificate, passport and ID, state benefit entitlements, financial data including details of your bank account, pension, housing, health and community care information as well as family data including next of kin. Personal information does not include information where your identity has been removed (i.e., anonymous data). We use term special categories of personal information to mean information about your ethnic background, gender, age, disability, language, employment and the borough or ward you live in.

This privacy policy explains how we use any personal information we collect about you when you use our service, activity and/or enter into contract with us.

What information do we collect about you?

We collect information about you when you approach us for the service, activity or enter into contract with us. We also collect information when you voluntarily complete surveys, provide feedback and participate in focus group meetings.

How will we use the information about you?

- We collect your personal information to assist you with your enquiry, manage your casework and, perform any agreement we entered into if you agree, to inform you either by phone or in writing about other services or activities we think may be of interest to you.
- We use your special categories of personal information collected through monitoring statistics, for our service analysis in order to ensure services are delivered appropriately to;
 - report on our work we have done;
 - identify emerging issues faced by the communities we serve; and
 - plan ahead in order to provide ongoing and adequate support.
- We might use your personal data in marketing material but only with your consent.

Who we share your personal information with?

We only ever use your personal data if we are satisfied that it is lawful and fair to do so. We will only disclose your personal information to third parties if;

- You have given us consent to share the information with specific third party.
- We are under legal duty to disclose or share your personal information, for example, if required to do so by a court order for the purpose of prevention of crime.
- We need to protect our rights, property and safety.

We may have to share your personal information with the parties set out below for the purposes set above;

- External third party-partners/in house service providers/ outsourced services, independent examination and system administration service providers based in UK. We require all third parties to respect the security of personal information and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal information for their own purposes and only permit them to process your personal information for specific purpose and in accordance with our instructions.

BHCAC does not transfer your information outside the European Economic Area (EEA).

Keeping your personal information secure. We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to personal information to staff, partners and other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected personal information breach and will notify you and any applicable supervisory authority of breach where we are legally required to do so.

How long your personal information will be kept. We will only retain your personal information for as long as necessary to fulfil the purpose we collected it for, including for the purpose of satisfying any legal, accounting, or reporting requirements. BHCAC is legally obliged to keep client files for a period of six years after the last intervention/contact and financial records for a period of seven tax years after the end of contract with employee, partners and funding body. After the last day of each tax year, BHCAC deletes all data which relates to contracts which ended more than seven years beforehand.

Your rights

You have the following rights in relation to your personal information;

- Right to access- you have the right to request copy of the information that we hold about you.
- Right to rectification- you have the right to correct information that we hold about you that is incorrect or incomplete.
- Right to be forgotten- in certain circumstances you can ask for the information we hold about you to be erased from our records.

- Right to restriction of processing- where certain conditions apply to have right to restrict the processing.
- Right of portability- you have the right to have the information we hold about you transferred to another organisation.
- Right to object- you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling- you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to lodge a complaint- in the event that the BHCAC refuses your request for access. We will provide you with the reason why and you have the right to lodge a complaint directly with the ICO, the supervisory authority in the United Kingdom (available at www.ico.org.uk).

If you would like to exercise any of those rights, please email or write to us at the following address:

info@bhcac.org.uk

BHCAC, Rear of 108 High Road Willesden, London, NW10 2PP

All requests should be addressed to Data Protection Representative.

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes.

Contacting you in the future. We would like to send you our newsletters and information about activities and services which may be of interest to you. You have a right at any time to stop us from contacting you in the future. If you no longer wish to be contacted, please contact us;

**by email info@bhcac.org.uk,
by post at BHCAC, 108 High Road Willesden, London, NW10 2PP, by telephone 020 8459 4201**

Visitors to our website. We collect personal information that you provide when you fill in a form on our website. We will only collect and use your personal information this way if we are satisfied that we have legitimate interest to record and retain this information for the purpose of responding to enquiries or complaints, or for internal quality monitoring.

When you make a donation or payment to us via our website, we use third party “KindLink” (<https://www.kindlink.com/privacy-policy>) to process the donation or payment.

We may also collect information about how you use our website; BHCAC uses cookies to collect statistics to optimize site functionality. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit <https://www.aboutcookies.org.uk/cookies> or <https://allaboutcookies.org>

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Other websites. Our website contains links to other websites. This privacy policy only applies to our website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review, and we will place any updates on this web page/notice. This privacy policy was last updated 11 August 2025.