

Heathrow Travel Care

Crisis Social Work Services

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www.heathrowtravelcare.co.uk

Heathrow Travel Care data privacy notice

Introduction

At Heathrow travel care the privacy of the individuals that we assist at the airport is something we take very seriously and we want to provide reassurance that your personal data is safe with us.

This privacy notice defines how, within Heathrow Travel-Care, recording should be used to enhance the working relationship between workers and clients. We believe in encouraging the client to be as fully involved as possible in the decision making processes that affect them. Also to acknowledge their need and right to have access to the information which will affect decisions, as well as having the information on how we will treat client data and put clients in control of what happens to it.

Heathrow Travel Care clients the right to access the records that we hold which relate to them. Our aim is to offer a service which is delivered in an open and honest way and that empowers the client in their crisis situation.

Who we are

Heathrow Travel Care are airport social work team, we are registered charity working with anyone vulnerable at Heathrow Airport. For contact details for information requests: Email: Heathrow_travel_care@heathrow.com
Telephone: 02087457495 Monday to Fridays 9am to 5pm. Also via our website www.heathrowtravelcare.co.uk

We encourage our clients to read this privacy notice for information around how their data is used.

What information do we collect

We collect the information that is provided by clients, or that clients allow others to share with us.

From the client, we collect information about personal, family, social circumstances and criminal history. This may include information about your health, housing, finances, wellbeing and criminal history.

From third party agencies that support you (or will support you, with your permission) with your crisis situation, we will request relevant history regarding your current situation to assist with formulating assessment and safe forward planning.

How do we use personal information

The airport is subject to specific byelaws, by being on airport premises means we will need to share client's information with the relevant agencies based here at Heathrow.

We can usually support clients better and achieve the best outcomes to resolve situations, if we share information with other agencies. This may mean that we share the information provided by clients with other agencies such as:

- Partner Agencies such as the Foreign Commonwealth & Development Office.
- The Police
- Specific airport staff
- Charitable organisations – eg. Homeless organisations
- Local Authorities or Government Departments such as housing departments, working department for work and Pensions and NHS.

- Family and Friends

Who we contact and what information we share will depend on what assistance is requested from Heathrow Travel Care.

What legal basis do we have for processing your personal data

We work with vulnerable individuals who are requesting assistance from us. We require consent to process your personal data for the specific purpose or assisting the vulnerable individual. Individuals can withdraw their consent to Heathrow Travel Care by requesting this in writing or verbally. HTC will note this on file that consent has been withdrawn.

There are lawful reasons that allow us to process your personal information including:

Legitimate interests. This means that the reason that we are processing information is because there is a legitimate interest for Heathrow Travel Care to process client's information to help us to achieve our aim of supporting the vulnerable client during their crisis situation.

Legal obligation. This applies where we need to collect and use your personal data to comply with a legal obligation, for example under The Children and Social Work Act 2017 or The Social Workers Regulations 2018.

Public task/interest. As a public body, we collect and use personal data where this is necessary to perform tasks that are in the public interest or part of our official functions.

We encourage clients to inform us if they do not want us to contact a certain organisation or share certain information. Equally if clients want us to stop using personal info then we would ask that they let us know. We always try to assist as much as we can, but the support that we are able to offer may be limited if we are unable to share or use certain information.

Data Protection Law recognises that some categories of personal information are more sensitive. This includes a person's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs. We will only use this information to benefit your crisis situation and with your permission to do so.

When do we share personal data

We treat personal data confidentially. There are circumstances when we might have to disclose or share it. These circumstances include if we have been made aware of a potential significant risk to the client or others.

We would also share your information to assist in your specific request for assistance. For example, if a client is homeless and is looking for assistance from homeless services, we would share information with them, unless you specifically ask us not to.

Where do we store, secure and process personal data

The information is stored on our secure database, which can only be accessed by authorised Travel Care staff, who are all qualified Social Workers. Each staff member has their own individual log in and use the database to store, secure and process data.

Security, quality and risk management activities. We have security measures in place to protect our and our client's information (including personal data).

We have policies and procedures in place to monitor the quality of our services and manage risks in accordance to our professional body. We monitor the services provided for quality purposes, which may involve processing personal data.

Providing services to our clients. Where an organisation is helping us to deliver services to our clients, we process personal data about the clients involved to ensure such services successfully benefit our clients.

Complying with any requirement of law or regulation. We are subject to legal, regulatory and professional obligations. We need to keep certain records to show we comply with those obligations and those records may contain personal data.

How long do we keep your personal data for?

Records will normally be destroyed/deleted 10 years after Heathrow Travel Care's last contact with the client unless one of the following applies:

- Children's files should be kept for 80 years
- Where the Service Manager feels there is information that should be kept longer than usual, it will be kept for a longer specified period before being destroyed. An example of this would be where a significant risk to the client or others has been highlighted.

Your rights in relation to personal data

Under the General Data Protection Regulations (GDPR) you have the following rights:

Transparency over how we use your personal information (right to be informed);
Request a copy of the information we hold about you, which will be provided to you within one month (right of access);
Update or amend the information we hold about you if it is wrong (right of rectification);
Ask us to stop using your information (right to restrict processing);
Ask us to remove your personal information from our records (right to be 'forgotten');
Obtain and reuse your personal data for your own purposes (right to data portability); and
Not be subject to a decision when it is based on automated processing (automated decision making and profiling).

If you would like to know more about your rights under the GDPR see the Information Commissioners Office website. <https://ico.org.uk>

How to apply for data requests

A formal request for access to a file must be made in writing. A verbal request, either over the telephone or face-to-face, is not recognised in law. Any written request is valid.

Where a **formal request for access** to a file is made:

- An appointment will need to be arranged to allow the allocated worker to go through the file with the client. The worker will not divulge third party information e.g. where a report has been received from another organisation. If necessary the worker will arrange/assist the client to access this information from the issuing organisation directly.
- Access to files will normally take place in the Heathrow Travel-Care office (requests for files material to be sent to a remote location will be considered in each case in terms of rights Vs risk. Advice will be sought if necessary from our Independent Social Work Consultant and/or solicitor)

- The client may have a friend, relative or other representative with them if they wish and can arrange to have a copy of any material that is open to them.
- Where the client requesting access cannot be visibly authenticated and identified by a worker, then they should be asked to provide proof of identity.

How to contact us?

Contact details for information requests can be made via:

Email Heathrow_travel_care@heathrow.com

Telephone: 02087457495 Monday to Fridays 9am to 5pm.

Also via our website www.heathrowtravelcare.co.uk or by post to: Heathrow Travel Care, Room 00142, North Wing, Terminal 3 arrivals, Heathrow Airport, Hounslow, TW6 1BZ.

This Privacy notice was reviewed September 2021 and is regularly reviewed, thus is subject to change.