



# Bangladeshi Community Association

বাংলাদেশী কমিউনিটি এসোসিয়েশন

## Bangladeshi Community Association (BCA)

### Privacy policy and data protection

#### GDPR Privacy Policy

At BCA we collect and use your personal information to help solve your problems, improve our services and tackle wider issues in society that affect people's lives.

We only ask for the information we need. We always let you decide what you're comfortable telling us, explain why we need it and treat it as confidential.

When we record and use your personal information we:

only access it when we have a good reason

only share what is necessary and relevant

don't sell it to anyone

At times we might use or share your information without your permission. If we do, we'll always make sure there's a legal basis for it. This could include situations where we have to use or share your information:

to comply with the law – for example, if a court orders us to share information. This is called 'legal obligation'

to protect someone's life – for example, sharing information with a paramedic if a client was unwell at our office. This is called 'vital interests'

to carry out our legitimate aims and goals as a charity – for example, to create statistics for our national research. This is called 'legitimate interests'

for us to carry out a task where we're meeting the aims of a public body in the public interest – for example, delivering a government or local authority service. This is called 'public task'



OFFICE OF THE  
IMMIGRATION SERVICES  
COMMISSIONER



Surma Building  
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Charity No: 1088014



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to carry out a contract we have with you – for example, if you're an employee we might need to store your bank details so we can pay you. This is called 'contract' to defend our legal rights – for example, sharing information with our legal advisors if there was a complaint that we gave the wrong advice

We handle and store your personal information in line with the law – including the General Data Protection Regulation and the Data Protection Act 2018.

## How BCA collect your data

We'll get your permission by asking you to either:

sign a paper consent form

tick a box online

give verbal agreement over the phone – if you have called us seeking advice

Before we ask for your permission, we'll always explain how we use your information.

## Working on your behalf

When you give us authority to act on your behalf, for example to help you with a Universal Credit claim, we'll need to share information with that third party.

Organisations we commonly share information with to act on behalf of clients are Bradford Council, DWP and/or Job Centre Plus, Housing Associations/private landlords or creditors.



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WWW.BCA-KEIGHLEY.ORG

## How BCA store your information

Whether you get advice face to face or over the phone, our adviser will log all your information, correspondence, and notes about your problem into a secure case management systems, ADVICE PRO.

We keep your information for 6 years. If your case has been subject to a serious complaint, insurance claim or other dispute we keep the data for 16 years.

Any paper files we hold are kept securely in locked filing cabinets while they are being worked on; and on closure, are scanned into your case records.

## How BCA share your information

With your permission, we might share your information with other organisations so we can:

help solve your problem – for example, if you ask us to contact your creditors we might need to share your name, address and financial details with them  
refer you quickly to another organisation for more advice, if relevant  
monitor the quality of our services

Organisations we share your data with must store and use your data in line with data protection law.

There might be specific organisations we share your information with, depending on what service you access.



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If something you've told us makes us think you or someone you know might be at serious risk of harm, we could tell the police or social services – for example if we think you might hurt yourself or someone else.

## Personal Data Breaches

Should a breach of personal data occur, we will usually notify the appropriate regulator (unless it is assessed that the breach is unlikely to result in a risk to the rights and freedoms of individuals) and, in certain instances, the data subject. We are also obliged to keep a record of all personal data breaches.

## Contact BCA about your information

If you have any questions about how your information is collected or used, you can contact our office.

Telephone: 01535 604359 Monday to Friday 9am–5pm

Email: [mashuk@bca-keighley.org.uk](mailto:mashuk@bca-keighley.org.uk)

You can contact us to:

find out what personal information we hold about you  
correct your information if it's wrong, out of date or incomplete  
request we delete your information



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ask us to limit what we do with your data – for example, ask us not to share it if you haven't asked us already

ask us to give you a copy of the data we hold in a format you can use to transfer it to another service

ask us stop using your information

Who's responsible for looking after your personal information

Devices that access client data are behind a firewall and user password are changed every 90 days along with strong password policy implementation.

This policy covers protection of all personal data held by the organisation including employees, volunteers and Trustees.

Staff are provided with training safely accessing systems, internet and the different ways security could be compromised (Social Engineering).

You can find out more about your data rights on the Information Commissioner's website.

Last reviewed: April 2025



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