

BELFAST COMPLEX LIVES – PRIVACY NOTICE**HOW WE WILL USE YOUR PERSONAL INFORMATION**

Date Completed: September 2025

OUR CONTACT DETAILS

Name: Probation Board for Northern Ireland (PBNI)

Address: Probation Board for Northern Ireland, 80-90 North Street, Belfast, BT1 1LD

Phone Number: 028 90522 2522

E-mail: info@probation-ni.gov.uk

INTRODUCTION – USING YOUR PERSONAL INFORMATION TO HELP YOU

Partners in the Belfast Complex Lives programme want to help you to get access to joined-up accommodation, health care and other support that you may need to help you.

We want to work side by side with you to help you get to where you want to be. In our work to support you we will need to share your information with other agencies in a necessary and proportionate way. This Privacy Notice explains why, how, and on what legal basis your personal information will be shared.

THE TYPE OF PERSONAL INFORMATION WE COLLECT:

We collect and process basic personal data/identifiers as follows:

- Name (and potentially aliases)
- Address, Postcode
- Date of Birth
- Next of Kin
- National Insurance Number
- NHS Number
- Gender
- GP / Consultant

We also collect information required to support the development of a support plan. This will cover only what is necessary and proportionate and can include:

- Personal preferences/wants and level and types of motivation
- Housing/accommodation status/situation/history
- Physical and mental health status and needs/history
- Criminal offence and offender management support/history
- Access to benefits/financial means including recourse to public funds
- Engagement and level of contact with services
- Current and past behaviour patterns and trends

- Personal safety (including potential threats/risks to or from the individual)
- Relationships and connection with family, friends, associates

HOW WE GET YOUR PERSONAL INFORMATION AND WHY WE HAVE IT:

The personal information we process is provided to Belfast Complex Lives for the following reasons:

- You are engaged with one of the Complex Lives partner services who have collected personal identifying information as part of your access to their support.
- You have been receiving support from the partner service that has required them to gather further information about your history and current circumstances, including health and wellbeing, accommodation, involvement in criminal activity, relationships and other relevant information you have shared with them.
- Partners may also have received personal information indirectly, from family and friends who may be trying to help support you, and from other public and statutory services who have been in contact with you and have shared information they thought relevant to us in our support for you.
- Partners have considered that it is necessary to make a nomination to the Complex Lives Multi-Disciplinary Team as they believe your needs are complex and you need a joined-up package of accommodation, healthcare and other support to help you stabilise and make progress.

WE USE THE INFORMATION THAT YOU HAVE GIVEN US IN ORDER TO:

1. Understand your current situation and your needs and preferences.
2. Identify the support that will help you to stabilise and improve your situation.
3. Contact and connect you with organisations that can work together to provide this.
4. Make sure the support you receive is joined up and effective.

THIS INFORMATION MAY BE SHARED WITH PARTNERS WITHIN THE BELFAST COMPLEX LIVES PROGRAMME WHO ARE:

- Belfast City Council
- Belfast Health & Social Care Trust
 - Belfast Drug Outreach Team
 - Belfast Inclusion Health Service
- Depaul
- Extern
- Northern Ireland Housing Executive
- Probation Board for Northern Ireland (PBNI)
- Police Service of Northern Ireland (PSNI)
- Simon Community
- The Welcome Organisation

These organisations have all signed a specific Data Sharing Agreement setting out clearly why and how they will use personal data in the Complex Lives programme in a necessary and proportionate way.

In some instances, it will be necessary to share information with other housing/health/justice or personal support providers if necessary. This will be done only if they agree to the specific Complex Lives Data Sharing Agreement.

THE LAWFUL BASIS ON WHICH WE SHARE YOUR INFORMATION

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is '**Public Task**'.

This means the processing of personal data is necessary for us to perform tasks in the public interest or in our official functions, and these tasks or functions have a clear basis in law. This includes protecting your vital interests (ensuring your life is not at risk), meeting legal obligations and performing our public tasks in the public interest.

HOW WE STORE YOUR PERSONAL INFORMATION

Your information is securely stored and transferred at all times.

Your information will be held in line with our Retention and Disposal Schedule which is available on our website at <https://www.pbni.org.uk/publication/probation-retention-and-disposal-schedule>. It will be retained securely and confidentially on our electronic case management system and destroyed securely.

YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us if you wish to make a request:

PBNI Data Protection Officer

Address: Probation Board for Northern Ireland, 80-90 North Street, Belfast, BT1 1LD
Email: DPO@probation-ni.gov.uk
Tel: 028 90522 2522

HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us at:

PBNI Complaints Officer

Address: Probation Board for Northern Ireland, 80-90 North Street, Belfast, BT1 1LD
Email: PBNIComplaints@probation-ni.gov.uk
Tel: 028 90522 2522

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>