



IMARA CIO Privacy Notice for Clients Applying for CICA

In the event of your decision to make a claim to the Criminal Injuries Compensation Authority (CICA) and request for assistance from Imara, we will process your personal data in order to assist with your claim. The lawful basis for this is your consent.

What information do we hold as data and why do we hold it?

In addition to the personal information we already hold on you in order to provide our services and support (for which the lawful basis is legitimate interests, as detailed in our Clients Privacy Notice), we may need to hold additional information about you for the purpose of the CICA claim, some of which you give us directly, and some of which we will request is passed to us from other organisations such as the Police. We will only request information is passed to us if it is required for the CICA claim, and you should always have been notified and given consent to the information being passed prior to us receiving it. We will not keep any information we are given that we do not need for the CICA claim, or that is not already within the remit of our legitimate interests to provide our services and support to you.

Some examples of types of information we will require to assist in your CICA claim include:

- Proof of your identity e.g. birth certificate, marriage certificate, change of name documentation.
- Details of the incident and reporting of the incident e.g. date and location. Wherever possible we will get this information from the Police so usually you would not have to provide it.
- The name and address of your GP and dentist, and/or medical records confirming diagnoses, treatment and appointments.

What do we do with your data?

Your information will be stored either as a digital within our secure cloud-based server, or as a paper copy in a locked filing cabinet.

Who do we share this data with?

We will only share your information with:

- Members of the Imara team representing you or processing and progressing your CICA claim
- The Criminal Injuries Compensation Authority (CICA) to submit and progress your claim
- the Police Officer in charge of your case and the data protection teams at certain police forces, in order to request any information they hold that we need to complete your claim.

How long do we keep your data?

Your data will be kept for the length of the CICA application process. At the point of your CICA claim being resolved, your data will be archived for 7 years before being destroyed, following our usual data retention policies.

Where can you get more information?

If you have any questions, please ask the Imara worker that is supporting you in the first instance, or you can ask our Data Controllers or Data Protection Captain on the email address: info@imara.org.uk.

All our Data Policies are on our website and can be found at: <http://www.imara.org.uk/our-policies>



You have the right to see the data we hold on you, for instance if you want to verify it or make any corrections. If you would like to do this, please email info@imara.org.uk with the subject heading "Subject Access Request".

You also have the right to remove your consent at any time and request that we stop this data processing or 'forget' all your personal information. However, if you choose not to provide us with certain personal data or restrict our processing, we may not be able to assist you with your CICA claim.

If you would like to make a complaint about our data policy or processing, you can access our full Complaints Procedure on our website at: <http://www.imara.org.uk/our-policies>. If, following a full complaints procedure, you are still not happy that your complaint has been handled sufficiently and any necessary improvements made, you can report a concern to the Information Commissioner's Office: <https://ico.org.uk/concerns/>