

## Privacy Impact Assessment – CRiIS Case Management System

Confidential security and business information, including details on information security risks, has been redacted from this published version.

### Details of processing

Question	Answer
Please outline exactly what data would be collected.	Personal and sensitive data on service users. This will include data on health and criminal convictions.
Would data be collected / stored on service users (including volunteers)?	Yes, data is collected and stored on service users. CRiIS is Change Grow Live's client management database.
Would data be collected / stored on Change Grow Live staff?	Staff names and work contact details are stored, where this forms part of a service user record.
Approximately how many data subjects would you store this data on?	All Change Grow Live service users, unless contracts with commissioners state that data must be stored elsewhere.
How would the data be stored? Please note that official-sensitive data must be encrypted. If an electronic system is proposed, please provide the name of the system and details of the system owner / provider.	Data is stored securely and encrypted in transit and at rest in dedicated servers.  Back-up data is stored offsite at a secure location.
What would you use the data for?	Data is used to support service user treatment / support.
How long do you plan to retain the data for?	Data on the CRiIS case management system is stored for seven years after the service user's last contact with Change Grow Live.
What would happen to the data at the end of the retention period?	Data is deleted seven years after last contact with the service user.
If data will be destroyed at the end of its retention period, how would you destroy this?	Data is deleted from the CRiIS case management system. This system is owned and administered by Change Grow Live, giving us direct control over when and how data is deleted.

### Aim of the processing

Question	Answer
Legal basis for processing.	Change Grow Live has identified legitimate interests as the legal basis for processing.
Outline the reasons why you are proposing use of a new system to store or process this data.	CRiIS is an existing system. Change Grow Live must hold data on service users in order to provide services to them. CRiIS holds service user demographic and address details. In addition, details of all contacts between Change Grow Live and service users are recorded on CRiIS.
Outline the reasons why you are proposing collection of this additional data.	N/A. No additional data.
What are the benefits to service users from collection of this data?	Change Grow Live must hold data on service users in order to provide services to them. We also need to record details of all contacts with service users and interventions offered, to allow us to provide effective treatment / support to service users, and to fulfil our obligations to commissioners.
What are the benefits to staff from collection of this data?	Staff need to view details on prior contacts with service users in order to provide effective / support treatment.
What are the benefits to Change Grow Live from collection of this data?	CRiIS allows Change Grow Live to store demographic data on service users and details of previous contacts with service users on one system.
What are the benefits to partner agencies or stakeholders from collection of this data?	Improve the quality of service provision, delivered on behalf of commissioners.
Does the project involve use of a new IT system?	CRiIS is an existing case management system. It is owned and was developed by Change Grow Live.

### Storage of data

Question	Answer
Would the data being held / processed be stored within the EEA?	CRiIS case management data is stored in the UK.
Would the data being held / processed by transmitted outside of the EEA?	No.