

Clearing House User Agreement

1. Purpose

The Clearing House coordinates the Greater London Authority's Rough Sleepers Initiative (RSI); a partnership between Housing Associations and homelessness charities across London. Part of the Clearing House's role in the RSI is to gather information and share it with our partners when relevant. This is achieved principally through an online database system, referred to throughout this agreement as "the Clearing House system".

The purpose of this agreement is to enable the recording and sharing of information to facilitate provision of the RSI, while ensuring that the Clearing House system and all of its users adhere to Data Protection legislation and best practice for information sharing

Further detail on who has access and client rights can be found in the Clearing House Data Protection Policy.

2. Information

- 2.1. Clearing House access is allocated to an individual for the specific role in which they work:
 - A user account and access to the Clearing House system does not follow the individual if/when they change job role.
 - A user account and access to the Clearing House system does not remain with the job role to be inherited by the new member of staff.
- 2.2. The user agrees to inform Clearing House of any change or termination in position or role.
- 2.3. Under the Data Protection Act 2018, individuals have the right to request access to the personal data that Clearing House holds about them. Any client wishing to exercise this right should be supported to apply in writing to the Clearing House Manager.
- 2.4. Use of the system and adherence to this agreement will be monitored by Clearing House.
- 2.5. The Clearing House team may pass on information to non-RSI partners only in exceptional circumstances, to be reviewed on a case by case basis. Users of the Clearing House system who receive requests for information from third parties will refer such requests to the Clearing House for decision.
- 2.6. To ensure full functionality of the Clearing House system it is recommended that users use a mainstream web browser (e.g. Internet Explorer, Chrome, Firefox, Safari, Mozilla) and that it is kept updated to the latest secure version.
- 2.7. Organisations using the Clearing House system should have policies and processes in place to ensure that staff access data securely. For example, the Clearing House system should not be accessed on a computer which may be visible to clients of a service and should exercise caution in using mobile technology in public places.

3. The agreement

By signing this agreement you are committing to comply with the Clearing House Data Protection Policy and best practice guidelines for information sharing.

By signing this document and using the Clearing House system, you are agree to:

1. Only search for information on clients that you are currently working with
2. Only attempt to access information that you need in order to fulfil your role within the RSI
3. Notify Clearing House when leaving or changing jobs
4. Keep your account log-in details secret and secure – they should never be shared
5. Not allow anyone else to use your account or log-in details
6. Ensure that the information recorded on the Clearing House system is accurate and complete to the best of your knowledge
7. Only disclose information held on the Clearing House system to those involved in both the delivery of the RSI and the support of the client
8. Refer requests for access to information held on the Clearing House system to the Clearing House team.
9. Ensure end-point security of data using appropriate policies such as locking screens when not in use and logging out of the system after use
10. Only download information when necessary and where the file or hard copy can be securely stored
11. Archive and destroy downloaded data in line with your organisation's policies
12. Report any breaches or suspected breaches to the Clearing House team
13. Allow Clearing House to store your contact details and, where necessary to the provision of the service, to share them other RSI partners

For referring users only, you are also agreeing to:

14. Ensure that all clients you refer to the service have received the Clearing House Privacy Notice explaining why the information is being requested, what it will be used for and who it will be shared with
15. Provide Clearing House with a signed electronic copy of each client's Clearing House Privacy Notice, and to store the original hard copy in accordance with your organisation's data retention policies
16. Ensure that all clients that you refer to the service are aware of the eligibility criteria and requirements (best practice being to make use of the resource "pre-referral client session" provided by Clearing House for this purpose.)

4. Breaches

- 4.1. If a user becomes aware of any misuse of Clearing House information they should inform the Clearing House team immediately. This includes any loss or unauthorised disclosure of personal data, damage or loss due to malicious software/hacking or disclosure to a person not entitled to receive information.
- 4.2. The Clearing House team will follow up any reports of a breach of this agreement and the GLA will be informed. Initially those involved will be consulted by a manager from the Clearing House team with a view to achieving a resolution that is acceptable to all concerned.

- 4.3. If a reported breach is substantiated and deemed serious and significant by the GLA, the project or organisation concerned may have their access to Clearing House, and therefore RSI, revoked.

5. Terminology

RSI – Rough Sleepers Initiative; this is a pan-London scheme, funded by the GLA. It is the scheme that is coordinated by the Clearing House with the aim of providing accommodation and support to clients with a history of rough sleeping.

GLA – Greater London Authority; the body which funds the Clearing House and RSI.

Client - a rough sleeper or former rough sleeper put forward to the Clearing House for accommodation.

User - a person who can log on to the Clearing House system; the person consenting to this agreement.

Clearing House system - the online portal that holds RSI client data and can be accessed by RSI partners.

Clearing House – the team which runs the Clearing House system; assesses referrals; coordinates the waiting list and nominates clients to RSI properties.

TST – Tenancy Sustainment Teams; the teams which provide support to RSI tenants.

RPSH – Registered Provider of Social Housing (formerly Housing Associations/ RSLs), these are the RSI landlords.