

Hope's Place Privacy Policy

Our Privacy Principles

We will look after any personal information that you share with us.

This is central to our values as an organisation. We want everyone who supports us, works for us in a paid or voluntary capacity, or who comes to us for support, to feel confident about how any personal information they share will be looked after or used.

You may be confident that:

- We only use personal information in the ways we need to and that is expected of us.
- While we will try to keep you up-to-date with our work, we will only do so if you have previously told us that you agree to this.
- We will make it easy for you to tell us how you want us to communicate with you, including how to opt out from future communications - and we promise your request will be respected.
- We will never release your information to organisations outside Hope's Place for their marketing purposes.
- We take all reasonable care to safeguard your personal information through security policies and secure business processes.
- We will always provide easy ways for you to contact us. We are happy to answer any queries you have, at any time.

How do we collect information about you?

We may collect personal information about you whenever you deal with us. For example, when you make a donation, book one of our courses, apply for employment or volunteer to help with our work or publicity. We do not retain personal data relating to children or young people who attend our courses.

We may collect information that you make available on social media sites, for example when you 'like' our Facebook page. You may wish to check their privacy policies on how they will process your data.

How do we use information about you?

We may use the personal information we collect to:

- Keep you up to date on news and stories about our mission and work;
- Inform you of our plans for the future;
- Ask for financial and non-financial support, such as volunteering or prayer;
- Process donations you give us, or to support your fundraising for us, including gift aid;
- Maintain our professional links with you, for example if you are our contact at your school or organisation.

On what basis do we hold information about you?

Consent: If you are a new supporter coming on board for the first time, on or after 25/5/18, we will process your personal data on the basis of the consent you provided us with. You are free to change your preferences at any time by contacting us by telephone, post or email. See 'Contact Us' on our web site for details.

Legitimate interest: Contacting you; If you are an existing supporter as at 25/5/18 we may continue to contact you by email where you have previously given us your consent. We may also contact you by post or telephone where we have a legitimate interest to do so. For example, where you have previously made a donation to Hope's Place we may continue to send you information about the work your donation is making possible or other work we may wish to do. Where you have previously asked us not to contact you in this way we will continue to respect your contact preferences. You can change your preferences at any time or object to us processing your data by contacting us by telephone, post or email. See 'Contact Us' on our web site for details.

Data Transfer

Hope's Place will not transfer your data to any other organisation in the UK, or countries in or out of the EU.

Counselling records

Until 2014, Hope's Place offered counselling services and proper records were kept, including names of counsellors and clients, with details of the consultations. We will retain these (paper) records of these meetings for a period of six years. They will be kept securely, then shredded after the six-year period has passed.

If you apply for a job with us

Where you provide personal data and sensitive personal data when applying for a job with us, such as the information on your CV we will process, store and disclose the personal data we collect to:

- Support the recruitment process;
- Answer any questions you may have;
- Use third parties to provide services such as references, qualifications, criminal referencing, checking services, verification of information you have provided, health screening and psychometric evaluation or skills tests;

We will not retain your information, or details of your referees, for more than three months after the conclusion of the recruitment process.

If you work for us

We will retain personal information for the duration of the time you work for us in a professional or voluntary capacity and for a year afterwards.

How do we store your information?

We use a secure, cloud-based system of data storage. In the very unlikely circumstances of a data breach we will inform subjects within 24 hours of the event and take all necessary steps to minimise the effects.

We will keep your personal information only for as long as we consider it necessary to carry out each activity. We have a data retention policy to implement this. We take account of legal obligations and accounting and tax considerations as well as considering what would be reasonable for the activity concerned. For example, we will retain details of donations for 7 years to meet tax and accounting requirements, but we will only hold details of contacts in schools for up to two years after the last contact has been made. If you have any questions about our Data Retention Policy, please contact us by email at admin@hopesplace.org.uk

We ensure that we have in place appropriate technical controls in place to protect any personal data you provide from improper access, use, alteration, destruction and loss. For example, we store your data on a 'cloud'-based system and we ensure that access to personal data is restricted only to those staff members or volunteers whose job roles require such access. However, we need to remind you that despite all our efforts, the internet cannot be guaranteed to be 100% secure, and that you submit data at your own risk.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activity.

Cookies

Hope's Place makes no use of cookies

Access to Your Information

Under the Data Protection Act of 1998, you have the right to request details of the information we hold about you. To receive a copy of the personal information we hold please write to us at Hope's Place, Bristol City Mission, Great George Street, Bristol BS2 9ED, enclosing a cheque for £10 made payable to Hope's Place. We will respond within 40 days of receiving your letter.

For more information about your rights under the Data Protection Act you can visit the website of the Information Commissioner's Office.

Telling us when things change, and keeping your choices up-to-date

You can change your preferences on what you receive from us, or how we contact you, by phone or email, at any time. See 'Contact Us' on our web site for our details.

Please let us know when any of your details change, and we will change our records within 30 days.

You have the right to ask us to erase your personal data, to ask us to restrict our processing or to object to our processing of your personal data. You can do so at any time by writing to us at: Hope's Place, c/o/ Bristol City Mission, Great George Street, Bristol BS2 9ED.