

Data Protection, Information Security, Confidentiality and Privacy Policy

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Principles

We recognise and respect the confidentiality of personal data and information shared with us, the privacy of those who provide it, the need to use, process and store personal data in secure ways, on a lawful basis, complying with GDPR (The General Data Protection Regulation) and to follow guidance provided by the ICO (Information Commissioner's Office).

This policy statement covers data protection, information security, confidentiality and privacy.

What type of information we have

We collect and hold the following types of personal information, including personal identifiers, contacts and characteristics including:

- email addresses
- employee data
- location
- online identifiers including IP addresses and social media handles
- postal address
- telephone numbers
- volunteer profiles, CVs or work history, skills and volunteering related interest and availability
- website user statistics
- whether you are a taxpayer and authorise us to claim Gift Aid
- marketing interests (events, volunteering, campaigns)

If you use your credit or debit card to donate or make payment to us, we will use a specialist payment processor. We will also ensure that card details are handled securely under Payment Card Industry (PCI) Data Security Standards. We do not store your credit or debit card details after completion of a transaction and all card details and validation codes are securely destroyed once the payment or donation has been processed.

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you. Our lawful bases under UK GDPR for collecting personal information are:

- consent (e.g. to send you marketing material)
- contract (e.g. to fulfil a purchase from our online shop)
- legal obligation (e.g. to hold Gift Aid data for HMRC)
- legitimate interests (e.g. administering events)

You have the right and are able to remove your consent at any time.

Our contact details are:

Telephone: 07825 683612

Email: info@thehopefoundation.org.uk

Letter: The Hope Foundation for Street Children, 82 Manor Road, Barton Le Clay, Bedford MK45 4NR

The Hope Foundation for Street Children (HOPE UK), 82 Manor Road, Barton Le Clay, Bedford MK45 4NR
Telephone: 07825 683612 | info@thehopefoundation.org.uk | thehopefoundation.org.uk

Fundraising communications

We use a range of channels to contact supporters about our fundraising activities, including email, post, telephone, social media and other online platforms. Where we rely on legitimate interests, we will always carefully balance our organisational needs against individuals' rights and reasonable expectations. Supporters will always have a clear, simple and accessible way to opt out of fundraising communications, regardless of the channel used.

What we do with the information we have

We use the information that you have given us for purposes including the following:

- to provide you with the services or information about our work, activities, events, projects, programmes and volunteering that you have requested
- to process donations that we may receive from you
- to process orders from our online shop or provide after sales service
- for administration purposes, including contacting you about your donations, sponsorships or event attendances
- for internal management purposes, such as record keeping of enquires, feedback or complaints where collecting or holding your personal information is required by law
- other specific purposes that you may agree to from time to time

In the course of our operations, we engage a number of third-party service providers, or data processors, to process personal data on our behalf. In each case, a formal, written contract is in place with the processor, outlining their obligations in relation to the personal data, the specific purpose or purposes for which they are engaged, and the understanding that they will process the data as instructed by us and in compliance with GDPR.

These data processors currently include:

- Beacon
- Mailchimp
- Stripe
- JustGiving
- TotalGiving
- Benevity
- CAF (Charities Aid Foundation)
- PayPal
- SumUp
- Easy Fundraising
- Enthuse
- Much Loved
- Run For Charity

We may use supporter information to better understand how people engage with HOPE UK and to ensure our fundraising communications are relevant and appropriate. This may include basic segmentation, such as grouping supporters by their interests or previous interactions with HOPE UK. We do not carry out profiling in a way that would be intrusive, unfair or likely to cause distress.

How we store your information

Your information is securely stored in Beacon CRM and on Microsoft Teams. We keep your personal information only for as long as we need it for the purposes set out in this policy. Personal information we no longer need is securely deleted or archived.

Your data protection rights

Under data protection law you have rights including:

- your right of access - you can ask us for copies of your personal information
- your right to rectification - you can ask us to rectify information you think is inaccurate and ask us to complete any information you think is incomplete
- your right to erasure - you can ask us to erase your personal information in certain circumstances
- your right to restriction of processing - you can ask us to restrict the processing of information in certain circumstances
- your right to object to processing - you can object to the processing of your data in certain circumstances
- your right to data portability - you can ask that we transfer the information you have given 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. You can exercise your statutory protection rights by ticking certain boxes on the forms we use to collect your personal data. You can also exercise the rights at any time by contacting us at info@thehopefoundation.org.uk
- our site may, from time to time, contain links to and from the websites of related Hope Foundation companies - if you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies, so please check these policies before you submit any personal data to these websites

How to contact us

Questions and comments about this policy are welcome:

Telephone: 07825 683612

Email: info@thehopefoundation.org.uk

Letter: The Hope Foundation for Street Children, 82 Manor Road, Barton Le Clay, Bedford MK45 4NR

Complaints

Please see our Complaints Policy and Procedure on the [Governance page](#) of our website.

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

The ICO's address is:

Information Commissioner's Office

Wycliffe House, Water Lane
Wilmslow Cheshire, SK9 5AF

Helpline Number 0303 123 1113

Policy review

Our Data Protection, Information Security, Confidentiality and Privacy Policy is reviewed annually.