



Policy: Privacy Notice and Policy

Owner: Board of Trustees

Approved: 2nd June 2018

Review Date: June 2019

This is the privacy notice for Centre of Hope - GLIA.

This document sets out the basis upon which information is collected about you by us through the use of the **Centre of Hope - GLIA** website and any other communication networks by **Centre of Hope - GLIA** and the use of the personal information you provide to us in person or online, via email, phone, in writing or other correspondence.

Centre of Hope - GLIA is a UK charity dedicated to providing practical help, comfort and spiritual encouragement for the people Romania by reaching out to the poor, disadvantaged and unloved of Dorohoi with God's Love.

Centre of Hope - GLIA is a, a private company limited by guarantee registered at Companies House, Cardiff on 8 September 2003. Company Number: 04891100. Registered office address: 7 Hawthorn Avenue, Sawston, Cambridge, England, CB22 3TE.

Centre of Hope - GLIA is a charity registered under 1100325 - CENTRE OF HOPE in England and Wales and under SC043667 - Centre Of Hope in Scotland.

Under this notice, 'we' and 'Centre of Hope - GLIA' refers to both UK charity and the Asociatia Centre of Hope Dorohoi

Whilst **Centre of Hope – GLIA** is under no obligation to register with the Information Commissioner's Office any data collected will be used and held in accordance with the requirements of GDPR and the Data Protection Act 1998.

Centre of Hope - GLIA 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, or who comes to us for support, to feel confident about how any personal information they share will be looked after or used.

Developing a better understanding of our supporters through their personal data allows us to make better decisions, fundraise more efficiently and, ultimately, helps us to reach out with God's love to the poor, disadvantaged and unloved of Dorohoi by providing practical help, comfort and spiritual encouragement. We have made improvements to this notice to make it more understandable to supporters.



In May 2018, we will be moving to be an 'opt-in only' communication policy. This means that we will only send marketing communications to those that have explicitly stated that they are happy for us to do so via their preferred channel(s) (email, SMS, phone or post).

Our newsletters give updates about our work, and prayer requests, as well as fundraising campaigns. If you would like to receive such communications, but have not opted in please contact us using the following details:

- E-mail: peterbutcher@centrefhope.org.uk
- Telephone: +44 (0)1343810748
- Mobile: +44 (0)7786511328
- Post: Peter and Lesley Butcher, Centre of Hope (GLIA) 93 Clifton Road, Lossiemouth, Moray, IV31 6DP

You can be confident that:

We will never release your information to organisations outside Centre of Hope - GLIA for their marketing purposes.

We only use personal information in the ways we need to and that is expected of us.

- We will keep you up to date with our work, including how we are campaigning to improve services, raising awareness, promoting understanding as well as our fundraising activities.
- But, we only use your personal information to do this if you have previously told us that that is all right.
- 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 straight away.
- We will be especially careful and sensitive when engaging with vulnerable people or those we have reason to believe might be vulnerable
- 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.

If you wish to see our Data Protection Policy on the safe storage, handling and use of personal data please contact Peter and Lesley Butcher at the contact details above. This document also refers to how we manage personal data held on employees and volunteers.

How we collect personal information

We obtain personal information from you when you enquire about our activities, register with us, send or receive an email, make a donation to us, ask a question about our services or otherwise provide us with your personal information. Sometimes we may obtain your personal information from third party data suppliers (for example easyfundraising or Just



Giving etc) only if they provide the appropriate evidence that you have agreed for your personal information to be shared with other organisations.

We also gather general information about the use of our websites such as pages visited and areas that are of most interest to users. We use this information to improve our website and make it a better experience for everyone. For further information, please see the cookies section below.

What information do we collect?

The personal information we collect might include name address email address, telephone numbers date of birth bank account details (for setting up regular direct debit or payment information). Data Protection law recognises that certain categories of personal information are more sensitive. These are known as special categories of data and cover health information race, religious beliefs and political opinions. We do not usually collect special categories of data about our supporters unless there is a clear reason for doing so such as participation in a run or walk or similar fundraising event or where we need to ensure we provide the appropriate facilities or support to enable you to participate in an event.

How do we use your information?

We may use your personal information for:

- Dealing with your enquiries requests and complaints
- Processing your donations and orders made online or through our shops
- Providing you with information about our work activities events and services
- Complying with our legal obligations policies and procedures
- Providing and personalising our services
- Administering membership records
- Fundraising
- Conducting market research

Consent on how personal information is used

We will give a clear explanation of the purpose for which personal information is collected and processed. Where necessary, we will also ask for consent to be given by a positive opt in choice. Sufficient information will be provided for an informed choice to be made. The personal data will not be used for any extra purpose without additional consent being obtained. It will also be made clear how consent can be withdrawn.

Data Security

We have in place physical, electronic and managerial procedures to safeguard and secure the personal information we collect.



All of our data processors have provided statements on how they keep your personal data safe and secure in compliance with the General Data Protection Regulation (GDPR) 2018. All our personnel and data processors, who have access to, and are associated with the processing of personal data, are legally obliged to respect the confidentiality of our supporters' personal data.

No sharing of personal information

We do not share personal information with any third parties for marketing purposes.

No indirect collection of personal information

We do not collect personal data indirectly, for instance by tracking people individually when they have used our social media accounts.

Automated Decisions

We do not use automated decision making or profiling.

Retention of data

We will not retain personal data if you have unsubscribed from one of our mailing lists.

Paper records such as forms* will be destroyed after 2 years.

If you are a donor, we will only retain limited personal data if we haven't had any contact with you within the last 2 years.

*Gift Aid records are kept on file for a minimum of 6 years in order to comply with HMRC regulations.

Your rights

Under the EU GDPR, which comes into force on May 25th 2018 you have the following rights:

1. The right to access your personal information
2. The right to edit and update your personal information
3. The right to request to have your personal information deleted
4. The right to restrict processing of your personal information
5. The right to object
6. The right to lodge a complaint with a supervisory authority

Rights to access, remove or correct personal information

You have the right to request a copy of the information that we hold about you and this is free of charge. Our contact details are as follows:

- E-mail: peterbutcher@centreofhope.org.uk
- Telephone: +44 (0)1343810748



- Mobile: +44 (0)7786511328
- Post: Peter and Lesley Butcher, Centre of Hope (GLIA) 93 Clifton Road, Lossiemouth, Moray, IV31 6DP

If a member of the public asks for their personal data to be removed from our current record systems, this will be done within one month of the request being received. The same timescale will apply when we are notified that personal information needs to be corrected or updated.

Cookies

A cookie is a small file downloaded on to the hard drive of a computer or mobile device when the user logs on to a website.

We also set Google Analytics cookies to collect general statistical information to help us understand how our website is used and to improve the service we provide. We learn whether visitors have used the website before, which pages are the most popular and how users move around the site. This information does not allow users to be identified individually.

It is important for us to be able to include your visit in our statistics. By continuing to use the website without changing settings, you are agreeing to our use of these cookies.

To find out more general information on cookies, and how to control or delete them, please go to AboutCookies.org or AllAboutCookies.org.

Other websites

On our website we occasionally provide links to other websites for your convenience and information. Please be aware that these sites may have different security and privacy policies and we have no control over and take no responsibility for any information submitted to these sites.

Changes to our privacy notice

This notice will be amended in the light of any relevant changes in legislation or related good practice. This privacy notice was last updated on 14th May 2018

How to contact us

Please contact us if you have any questions about our privacy notice and policy. Our contact details are as follows:

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