

# Hope into Action: Bristol

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## Data Privacy Notice for Supporters, Donors and Investors

### Personal data

Your privacy is very important to us. This privacy notice is provided by Hope into Action Bristol (HiA:B) and references to 'we', 'our' and 'us' are references to HiA:B and Hope into Action UK (HIA).

We are a controller of your personal data under applicable data protection laws, including the General Data Protection Regulation (GDPR). We as a controller, determine why and how we collect and use your personal data.

If you support in any way or give money to HIA or invest in a property leased by HiA:B we will keep some data about you. This is "personal data", because it is about you as a particular person, and it can be linked to you.

### What personal data do we hold?

If you register your interest with us and/or wish to subscribe to our email newsletter we will record your name, address and email address, phone number, denomination or church and the activity you have completed or the information you have requested.

If you send us a Standing Order form or Gift Aid form it will hold your name, address, email address, and bank account details. If you make us a donation, our account records will just show your name, date, partial bank or credit card details and amount paid.

If you are an owner of, or investor in a property leased to Hope into Action: Bristol we will hold your name, address, phone number, email address and bank account details for the purpose of paying your investor return and updating you about your property and the work of Hope into Action.

At all times we shall use all reasonable endeavours to keep your data accurate and updated.

### How is your personal data kept safe?

We keep personal information secure with appropriate measures in place to protect against the loss, misuse and alteration of personal information, however, the transmission of data across the internet is not completely secure. We cannot guarantee that loss, misuse or alteration of data will not occur whilst data is being transferred.

We ensure that access to personal data is restricted only to those members of staff or volunteers whose job roles require such access and that suitable training is provided.

The originals of your forms, or a photocopy, are kept in a secure, locked room with the key only available to authorised members of staff. A login account with password is required to access data held on our computer system.

Email addresses for supporters who receive the HIA email newsletter are also held on Mailchimp, however we retain control of the information.

### What is your data used for?

We use personal information to:

- Keep in touch with our supporters and administer mailings providing information about HiA;
- Ask for financial and non-financial support, such as volunteering and prayer;
- Provide HiA services;
- Manage attendance at events;
- Manage enquiries from supporters and those who contact us;
- Administer and process donations;

- Analyse and profile our donor base on an anonymised basis;
- Administer payments and reporting to investors and owners of property used by us.

### **Does HiA have a right to your data?**

Under Data Protection legislation, we need to have a “lawful basis” for keeping data and for using it.

### **Existing Supporters & Donors as at 25<sup>th</sup> May 2018**

- The lawful basis for HiA sending newsletters or similar communications to our existing supporters as at 25 May 2018 is “legitimate interest”.
- Our legitimate interests involve furthering our charitable objects of enabling churches to house the homeless through the information and services we provide. Keeping our supporters informed is of critical benefit to our mission and we believe that prayer support is essential in achieving our charitable objectives.
- Relying on legitimate interests means we check that the processing of data will not cause harm and we will only hold personal data for the purposes and to process data in a way described in this Privacy Notice.
- Newsletters or similar communications will always have an opt-out or “unsubscribe” option. If a supporter opts out at any time, the details will be suppressed as soon as possible. Suppression involves retaining just enough information to ensure that marketing preferences are respected in the future.

### **New Supporters and Donors since 25<sup>th</sup> May 2018**

If you are a new supporter, donor or investor we will process your personal data on the basis of the consent you provide us with. You are free to change this as outlined below.

### **Sharing your data**

We will not share your data with any other third party without your consent, unless there is a legal requirement for us to do so or for example Gift Aid donations with HMRC.

### **How long will your data be kept?**

Your Standing Order or Gift Aid form will be kept for as long as it is in operation. You can cancel your Standing Order or Gift Aid agreement at any time. Your forms will then be kept for seven years. This is so we could prove that our accounts are correct.

Our relationship with our supporters and investors is generally long term so taking into account any legal and regulatory obligations, we will keep the data whilst it is necessary to maintain that relationship.

### **What rights do you have?**

You have a number of rights under Data Protection legislation:

#### **1. Right to know what data we hold**

You have a right to know what personal data we hold about you. This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.

#### **2. Right to have a copy of the data we hold**

If you would like a copy of your Personal Information, please contact us at the address given in the ‘Contact us’ section of our website, or by email to [bristol-inhope@hopeintoaction.org.uk](mailto:bristol-inhope@hopeintoaction.org.uk) stating your full name and providing us with sufficient information to verify your identity. Please also help us to respond quickly by indicating why you think we hold Personal Information about you and what information you think we may hold. Sometimes there may be a reason why access will not be possible. If that is the case, you will be told why. We will respond promptly and within one month of receiving all necessary information.

### **3. Right to object**

You can object if you think we are using your data in the wrong way. You can also object if you think we don't have "lawful grounds" for using your data. We shall no longer process your personal information unless we can demonstrate compelling legitimate grounds.

We will give you a statement explaining why we use your data and explaining the "lawful grounds". If you are still not happy, you can complain to the Information Commissioner's Office. If we find we are using your data in the wrong way, we will stop immediately and stop it happening again.

### **4. Right to have your data corrected or deleted**

If you think there is a mistake in your data, or there is no longer justification for us to hold it, please contact us at the address given in the 'Contact us' section of our website or [bristol-inhope@hopeintoaction.org.uk](mailto:bristol-inhope@hopeintoaction.org.uk). You have a right to have your data held correctly; we may need to check what is the correct data, but we will put right any mistakes as soon as possible.

All our emails contain an unsubscribe button. If you wish to stop receiving emails a list of unsubscribed email addresses may be kept to ensure that we do not send emails to those who no longer wish to receive them.

### **5. Right to be forgotten**

We promise to remove your data when it is no longer reasonably required and in the case of cessation of a financial payment, after seven years.

Finally, if anything happened to your data that could be a risk to you, we will do our best to tell you.

### **Contact us**

To make enquiries in relation to this privacy notice, exercise any of the above rights, or to make a complaint about our use of your personal information, please email [bristol-inhope@hopeintoaction.org.uk](mailto:bristol-inhope@hopeintoaction.org.uk) or phone us on 0117 330 1230 or write to us at 32 Stapleton Road, Easton, Bristol, BS5 0QY.

If you are not satisfied with the way we deal with your complaint, you have the right to refer it to the Information Commissioner's Office without first referring it to us.

### **Changes to this privacy statement**

We keep our privacy notice under regular review and we reserve the right to change this statement from time to time. If changed we will provide you with an updated notice.

### **Cookies**

We do not use cookies on our website site.

*This notice was last updated on 18<sup>th</sup> September 2023*