Salehurst and Robertsbridge Helping Hands Privacy Policy

Introduction

Robertsbridge Helping Hands, your local Community Friends organisation recognises its legal responsibilities. So we take your privacy seriously and are committed to protecting your personal information. We aim to be clear and open about our data and security practices.

We need your consent to hold the details you give us. All the data we gather and hold is managed in strict accordance with the Data Protection Act (1998) (DPA) and in line with the General Data Protection Regulation (GDPR).

We use information collected from you and others to improve the information, help and services we offer to you. This privacy policy sets out details of the personal information we collect about you and the ways in which we may use that information.

Where do we collect personal information from

Personal information is any data that can be used to identify you. We collect personal information about you when you fill in a written or an online form to contact us, to make a donation, to become a Volunteer or as a Villager, to request a service from us.

Information we collect from you may include:
• name, address and email address
• telephone number/s
• driving licence and motor insurance detail
• date of birth, age, and/or gender

We do not use cookies to collect this type of information.

We may also collect and process information about your dealings with us, including details about our contacts with you through email, text, post, on the phone or in person. This might include the date, time, and method of contact, details about donations you make to us, or any request for help, advice or support of any kind.

What we do with your personal information.

We collect personal information in order to provide the services that Helping Hands is set up to provide and also to help improve those services

If you are a Volunteer, we may use your personal information to:

- Inform you of our work and the different ways in which you can help

- Ask you to help deliver a particular task we have been asked to perform or make a donation

- Send you any information or literature which we feel may be instructive or helpful

If you are a Villager, we may use your personal information to:

- Provide you with all information we feel is needed for you to benefit from what Helping Hands can do for you
- Respond to any request for help you may have in the best possible way

- Send you any information or literature which we feel may be instructive or helpful.

If you are a Volunteer or Villager, you may at any time change your mind about receiving information from us. If you initially chose to receive such information, and subsequently decide that you no longer wish to receive information about Helping Hands, you can notify us by email: info@robertsbridgehelpinghands.co.uk

Legal basis for processing your information

Under the GDPR and the DPA, we must have a legal reason for collecting, and using your data. We rely on the following reasons for processing your data:

- Consent
- Legal obligations
- Legitimate interests

We process your personal data for our legitimate interests to allow us to run Helping Hands. When we process your personal information for our legitimate interests, we make sure to consider and balance any potential impact on you and your rights under data protection laws.

Data sharing with third parties

We do not share, sell or swap your information with other organisations for any reason.

We may disclose your personal information if we are requested or required to do so by a regulator or law enforcement agency or to enforce or apply our rights (including in relation to our website) or to protect Helping Hands, for example in cases of suspected fraud or defamation, or to comply with any other applicable legal obligation.

Security

We take great care to ensure that our website and our communications operate at the highest security levels. However, the security of data transmission via the internet can never be 100% guaranteed, and data transmission is at your own risk.

How long do keep your information

We do not keep your information for longer than necessary. We remove personal data from our systems in line with our data retention policy. The length of time each category of data will be retained will vary on how long we need to process it, the reason it is collected, and in line with any statutory requirements.

Access to your information

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, you can email info@robertsbridgehelpinghands.co.uk

We will not charge you for this service unless the request is, according to the law, 'manifestly unfounded or excessive or repetitive'.

Keeping your information up to date and deletion

We want to make sure that any personal information we hold about you is accurate and up to date. Please contact us to correct or remove information you think is inaccurate. Please contact us if you wish all your personal information to be removed from our database.

Your rights

Data protection regulations give you clear rights over how your data is used by us. You can find out more detail about your rights by visiting the Information Commissioner's Office (ICO) website's section on individual rights.

How to make a complaint

To make a formal complaint about Helping Hand's approach to data protection or your privacy rights please contact Data Protection Officer at Helping Hands info@robertsbridgehelpinghands.co.uk

We will acknowledge your complaint within 2 working days and aim to provide a full response within 10 working days. If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the ICO which regulates and enforces data protection law.

The ICO contact details are:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113 (local rate) or 01625 545 745

Consent

If you have chosen to ‘opt-in’ receiving communications from us, you give your consent to the collection, storage, processing and use of your personal information by us as described in this privacy policy.

Changes to our privacy policy

We recognise the importance of privacy to everyone whose personal information we store and intend to remain at the forefront of industry developments in this area. We will keep this policy under review and any changes made from time to time will be posted on this website.

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Committee	July 2020	Initial draft approved	
2.0	Committee	4 November 2026	Revision	Every 3 years