

Hoylake4All Privacy Notice

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1. Introduction

- a. At **Hoylake4All**, we are committed to protecting and using your personal data in a fair and transparent manner and in accordance with all applicable regulations and laws. In this Privacy Notice, the terms "**Hoylake4All**", "**we**", "**us**" and "**our**" are references to **Hoylake4All**.
- b. We are classed as the "Data Controller" for all the data we collect as we determine how and why this data is collected and used.
- c. In all circumstances, your personal data will only be processed in accordance with this Privacy Notice; please read it carefully. It is intended to comply with our obligations to provide you with information about Hoylake4All's processing of your personal data under privacy laws including the UK GDPR.
- d. We hold and process data on current and former officers and volunteers, beneficiaries and third parties whose information is provided to us.
- e. If you have any questions about this Privacy Notice or would like to access the information it contains in a different format please contact secretary@Hoylake4All.com
- f. The following Privacy Notice and Cookies Policy (Policy) describe the types of data we collect and how Hoylake4All collects, retains and uses the information as well as detailing your rights as the data subject.

This Policy is set out as follows:

- i. Who we are and our contact details
- ii. Type of data we collect – overview
- iii. The personal data details we collect and why we collect them
- iv. Special Category Data
- v. How we collect data
- vi. How we store your data
- vii. Our lawful basis for using your data
- viii. Third Party Processors
- ix. Changes
- x. Your data protection rights
- xi. How to exercise your data protection rights, withdraw consent or complain

2. Who we are and contact details

Hoylake4All is an unincorporated association that works to foster an inclusive environment for all people in Hoylake, to offer support to our beneficiaries in the locality, to work with educational institutions and employers to provide information about asylum seeking and support of asylum seekers, encourage inclusion and community cohesion.

For further details please see our website <https://hoylake4all.com>

As a summary, we collect personal data so that we can provide services to our beneficiaries. The legal basis for the processing of personal data is:

- your explicit legal consent
- for the purposes of pursuing our legitimate interests; and
- to meet our obligations in relation to the use of volunteers and social protection.

Please read this Privacy Notice and Cookies Policy in full.

You may withdraw your consent or ask us to remove your profile and/or delete any personal data at any time by emailing secretary@Hoylake4All.com (see Section 12 of this Policy for more information). Please be aware that:

we may need to contact you for additional information before we do that; and

we may not be able to provide you with our full range of services without a full set of information.

2.1 Contact Details

If you have any data protection questions and/or complaints in any way connected with this Policy, please do not hesitate to contact us by email on:

secretary@Hoylake4All.com

You may also contact the chair of Hoylake4All directly, as our nominated representative for all data processing related queries:

chair@Hoylake4All.com

Please refer to the complaint section at the end of this Policy for further details on your rights as the data subject and/or should you have any concerns and/or wish to make a complaint.

3. Type of data we collect - overview

We collect your personal data to enable us to consider you as a beneficiary or volunteer for Hoylake4All (for instance, if you join as a member we collection your name and email address to be able to send you news or important communications). Personal data includes sensitive personal data which, under the law, is considered Special Category Data (SCD) that requires additional safeguarding. Please see Section 5 for further details about this.

The law requires Hoylake4All to identify a lawful basis for collecting your data. We meet such criteria when you give explicit consent to process personal data and to pursue our legitimate interests. This collection of such data is fundamental for Hoylake4All to deliver services to our beneficiaries, and is in line with our core objectives and our purpose of supporting asylum seekers and encouraging community cohesion.

4. The personal data details we collect and why we collect them

The types of personal data that we collect are summarised below with a detailed explanation of why we collect those specific categories. We have limited the data we collect to what is strictly required for us to provide the services we offer.

4.1 Beneficiaries

Name, Contact Details and Date of Birth

We collect a beneficiary's name, date of birth and contact details (such as email and mobile phone number) so we are able to contact you about the assistance we provide to you, our events, any opportunities from our corporate partners and to connect you to legal representatives.

We may share your name and contact details with volunteers and / or legal representatives so that they can contact you to provide you with support.

This personal data may also be used by Hoylake4All's staff, and volunteers, or 3rd parties companies Hoylake4All engages, for the additional purposes of:

- updating you with news and developments in our services
- checking that our services meet user needs
- reporting on the effectiveness and impact of our services

Clothing sizes and needs

We collect a beneficiary's clothing sizes and needs to enable us to match donated/acquired items to a beneficiary as required.

4.2 Volunteers

All volunteers will be asked for their name and contact details (such as address phone number and email address). This enables us to communicate with you.

Volunteers with direct contact with beneficiaries can be expected to be asked to complete a basic DBS check and we will record the results of any checks.

We ask all volunteers to complete various training course (such as safeguarding training) and we will record completion details of this.

If there are complaints involving you we will record the details of any investigations.

Currently none of Hoylake4All's volunteer activities involve regulated activities and so no enhanced DBS checks are required.

By agreeing to volunteer with us you are consenting to the above.

Miscellaneous enquiry

A copy of any written enquiry, e.g. email, or a summary description of the nature of a verbal enquiry, will be kept so that we can tailor responses accordingly and keep a record of enquiries and responses given.

Where food is provided at our events, we may ask you to supply information regarding special dietary requirements so that we can ensure all needs and restrictions are met.

5. Special Category Data

To the extent permitted by applicable laws Hoylake4All collects and processes a limited amount of personal data falling into special categories, sometimes called "special category personal data". This term means information relating to racial or ethnic origin; political opinions; religious or philosophical beliefs; physical or mental health (including details of accommodations or

adjustments); trade union membership; sex life or sexual orientation; biometric and genetic data; and criminal records and information regarding criminal offences or proceedings.

As highlighted above, this may be used on an anonymised and aggregate basis in the form of statistics to report impact on our beneficiaries. Individual data will only be accessible to the Hoylake4All volunteers dealing with the specific need for the data and as highlighted under Third Party Processors (Section 9), unless explicit written consent to share it has been received from you.

DBS Information

Mentors, other volunteers and staff/workers may be asked about their latest Disclosure and Barring Service (DBS) check. If this is the case, you will be asked for a copy of your most recent DBS Certificate or details needed to view this online. You may be asked to provide information and consent to enable Hoylake4All to create an application, via a government authorised umbrella body, for a new check at the required, level.

6. How we collect data

Further to sections 4 and 5 above, we collect data in multiple ways, including but not limited to:

Data capture forms hosted on our website for programmes and events.

Through logged user activity and via cookies on our website (please refer to our Cookie Policy below for more information).

Through communications with us, including interviews, and correspondence with you.

Much of the personal information we process is provided to us directly when you engage with Hoylake4All. We could also receive personal information indirectly, from the following sources and scenarios:

referrals from volunteers and organisation partners, charity organisations, other diversity organisations

We note that the way in which the above third parties process or have processed your personal data will be covered in their privacy policies.

7. How we store your data

The information we collect will be stored electronically and only accessible to Hoylake4All and third party data processors as outlined in this Policy (section 9). Personal information will not be shared unless explicit consent is received from you or as outlined in the explanations for collecting each data type above.

Our general approach is to only retain personal data for as long as is required to satisfy the purpose for which it was collected by us or provided by you. This will usually be the period of your volunteering with us plus the length of any applicable statutory limitation period following your departure, although some data, may need to be kept for longer.

If there has been no meaningful contact, we will dispose of your personal data by removing it from our database and files.

Before we remove your data we may contact you to ask for your permission and to give you the option to allow us to keep your data stored. We will let you know how long and for what purpose we intend to keep your data.

We are committed to protecting the security of the personal data you share with us. In support of this commitment, we have implemented technical, physical and organisational measures to ensure a level of security appropriate to the risk. Access to data is on a needs based basis and only for the time access is required. We regularly review who has access to the data we hold to ensure that it is adequately protected/restricted.

8. Our lawful basis for using your data

To process your data, we are required to establish a clear lawful basis for doing so. For more information on the lawful bases on which personal data may be processed please visit the Information Commissioner's website. The lawful bases we use to process your data include:

Consent

Your freely given, specific and informed consent to process your data. You have the right to withdraw your consent at any time as highlighted in this Policy (see section 11 below).

Legitimate interest

Where the processing of personal data is necessary for our legitimate interests, we may undertake such activities. However, it should not outbalance your interests, rights and freedoms. These activities should be in line with your expectations and you have the right to object to this processing at any time by contacting us at secretary@Hoylake4All.com

Exercising our obligations

Where the processing of data is necessary for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or data subject in connection with employment (including voluntary work), social security or social protection and we have appropriate policy documents in place. Please see above regarding the requesting and handling DBS certificate information.

9. Third party processors

We may have to share your personal data with our third party data processors (subcontractors) to provide our services or they may collect personal data directly from you on our behalf. We require all third parties to respect the security of your personal data and to treat it in accordance with this Policy, applicable law, and we only permit them to process your personal data for specified purposes and in accordance with our instructions. Examples of third parties may include: regulatory authorities, IT administrators, lawyers and other professional advisors.

9.1 Website hosting

Namecheap is our data processor as website host – please use the following link for further information: <https://www.namecheap.com/legal/general/privacy-policy/>

10. Changes

We are constantly working on improving and developing our services and website, so we may review and update this Policy from time to time. We will only do this in compliance with applicable law, and if the changes are significant, we will provide a more prominent notice when we are required to do so by applicable law. We do encourage you to review this Policy from time to time to stay updated on any changes.

11. Your data protection rights

Under data protection law, you have the following rights:

Your right of access- You have the right to ask us for copies of your personal information, also known as a Subject Access Request.

Your right to rectification- You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure- You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing- You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing- You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability- You have the right to ask that we transfer the information you gave 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 such a request, we have one month to respond to you.

12. How to exercise your data protection rights, withdraw consent or complain

Please contact us at secretary@Hoylake4All.com if you wish to make a Subject Access Request or exercise your other data protection rights, make a complaint and/or have any questions regarding the above.

You can also complain directly to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data or responded to your request/query. You can do this via www.ico.org.uk, in writing or by telephoning the ICO, please see the address and helpline number below:

Information Commissioner's Office

Wycliffe House, Water Lane

Wilmslow, Cheshire

SK9 5AF

Helpline number: 0303 123 1113