

Hope Health Action (HHA) Privacy Policy

Updated May 2020

Data Controller and Owner

Hope Health Action (HHA)
25 Coney Hill Road
West Wickham
Kent
BR4 9BU

Owner contact email: info@hopehealthaction.org

Owner contact number: 020 8462 5256

What information do we collect about you?

We collect information about you when you opt-in to our marketing communications, contact us via our website contact form, attend an HHA event, volunteer with us, or make a donation. The information we collect includes: first name, last name, email address, postal address, event participation information, IP address and in relevant circumstances such as overseas volunteering, sensitive personal information may be collected.

Personal Data is collected for the following purposes and using the following services:

Google Analytics (Google Inc.)

Google Analytics is a web analysis service provided by Google Inc. ("Google"). Google utilises the data collected to track and examine the use of this website, to prepare reports on its activities and share them with other Google services. Google may use the data collected to contextualise and personalise the ads of its own advertising network.

Personal Data collected: Cookies and Usage Data.

Place of processing: US

Contact Form (on website's contact us page)

By filling in the contact form with your data, you authorise this website to use these details to reply to requests for information.

Personal Data collected: name, email address.

Email Marketing

This type of service makes it possible to manage a database of email contacts or any other contact information to communicate with the user. These services may also collect data concerning the date and time when the message was viewed by the user, as well as when the user interacted with it, such as by clicking on links included in the message.

Third party tool: MailChimp (email address management and message sending service)

Personal Data collected: first name, last name, email address.

Place of processing: US

CRM Database

This service is used to hold all user contact and donation information which is used to track fundraising performance and select users for communications. HHA uses Donorfy, which is cloud based service who process user data under the terms of GDPR.

Third party tool: Donorfy

Personal data collected: name, address, email address, phone number, previous donations, personal interests, communication preferences.

Place of processing: Within EEA

Debit and Credit Card Details

If you use your credit or debit card to donate to us, we pass your card details securely to one of our payment processing partner as part of the payment process. We do this in accordance with the Payment Card Industry Security Standard, and don't store the details on our website or databases.

How will we use the information about you?

We collect information about you to process donations, claim Gift Aid on donations, answer queries or send you appropriate updates and fundraising communications. HHA will not share your information for marketing purposes with third parties. In processing your donations or for the preparation of communications, we may send your data to third parties who will hold and use your data within the terms of our service agreement with them. Your data is kept securely and only for the time necessary to provide the requested service, or that is required to be held by HMRC. You can always request that the Data Controller remove the data.

Marketing

We would like to send you information about charitable work, news, appeals and events of ours that may be of interest to you. If you have made a donation and provided your postal address, we may communicate with you by mail under the basis that it is in your legitimate interest to hear from us occasionally, and that it is in our legitimate interest to maintain contact with you as a donor. We will only communicate with you by email if you have opted into receiving email communication, which you can do via our website, a donation form, a third party fundraising site or by contacting us directly. If you have consented to receive marketing communications, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes.

Access to your information and correction

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, please email or write to us at the following address info@hopehealthaction.org. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Dealing with data protection breaches

Where staff or volunteers (or contractors working for us) think that this policy has not been followed, or data might have been breached or lost, this will be reported immediately to the Data Protection Officer. We will keep records of personal data breaches, even if we do not report them to the ICO.

We will report all data breaches which are likely to result in a risk to any person, to the ICO. Reports will be made to the ICO within 72 hours from when someone in the organisation becomes aware of the breach. In situations where a personal data breach causes a high risk to any person, we will (as well as reporting the breach to the ICO), inform data subjects whose information is affected, without undue delay. This can include situations where, for example, bank account details are lost or an email containing sensitive information is sent to the wrong recipient. Informing data subjects can enable them to take steps to protect themselves and/or to exercise their rights.

Staff/Volunteer Training

Regular monitoring and training on how to handle and process data securely will be given to all staff and volunteers, including amendments to GDPR as and when they happen.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 26th May 2020.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you by email: info@hopehealthaction.org.