

General Data Protection Regulation Policy

Responsibility

Isabel Forrester is responsible for GDPR within Horncastle Crisis Support Team.

Data Access & Training

Isabel Forrester and Sarah Buik have access to client data to enable them to provide services on behalf of the charity. Refresher training and a review of the GDPR policy is undertaken annually in February.

Data Storage Reasons

Horncastle Crisis Support Team stores names, addresses and contact details with information relating to household size and food requirements as paper records to enable it to deliver food parcels and other required items.

Horncastle Crisis Support Team stores names, addresses, personal data and contact details with information relating to grant applications as electronic records to enable it to assess and respond.

Once the individual request / activity has been completed then data is stored for 12 months to enable us to manage service provision in line with our limits e.g. only one grant application per annum.

Horncastle Crisis Support Team does not store information relating to financial transactions.

Horncastle Crisis Support Team never shares any information with third parties unless it specifically relates to supplying the required support.

Clients can email supportteam@horncastletowncouncil.co.uk or call 07599 023501 at any time to request the deletion of all records relating to that individual.

Client Access to Their Data

Clients and other contacts can request a written record of the information that we hold on paper at any time by contacting supportteam@horncastletowncouncil.co.uk or by calling 07599 023501.

Data Security

Paper records are retained for no more than 12 months and then securely destroyed.

Privacy Policy

This Privacy Policy applies to information that Horncastle Crisis Support Team collects about individuals who interact with our organisation. It explains what personal information we collect and how we use it.

If you have any comments or questions about this notice, feel free to contact us at

communitylarder@gmail.com or call 07599 023501.

1. Personal data that we process

The following table explains the types of data we collect and the legal basis, under current data protection legislation, on which this data is processed.

Purpose	Data (key elements)	Basis
Enquiring about our organisation and its work	Name, email, message	Legitimate interests - it is necessary for us to read and store your message so that we can respond in the way that you would expect.
Requesting assistance	Name, email, contact details, personal information, message	Legitimate interests - it is necessary for us to read and store your information so that we can respond in the way that you would expect to requests for food parcels or grants.

2. How we use your data

We will only use your data in a manner that is appropriate considering the basis on which that data was collected, as set out in the table at the top of this policy.

For example, we may use your personal information to:

- reply to enquiries you send to us;
- assess requests for food parcels or grants
- handle donations that you initiate;

3. When we share your data

We will only pass your data to third parties in the following circumstances:

- we are using a third party purely for the purposes of processing data on our behalf and we have in place a data processing agreement with that third party that fulfils our legal obligations in relation to the use of third party data processors; or
- we are required by law to share your data.

In addition, we will only pass data to third parties outside of the EU where appropriate safeguards are in place as defined by Article 46 of the General Data Protection Regulation.

4. How long we keep your data

We take the principles of data minimisation and removal seriously and have internal policies in place to ensure that we only ever ask for the minimum amount of data for the associated purpose and delete that data promptly once it is no longer required.

5. Rights you have over your data

You have a range of rights over your data, which include the following:

- Where data processing is based on consent, you may revoke this consent at any time and we

will make it as easy as possible for you to do this (for example by putting 'unsubscribe' links at the bottom of all our marketing emails).

- You have the right to ask for rectification and/or deletion of your information.
- You have the right of access to your information.
- You have the right to lodge a complaint with the Information Commissioner if you feel your rights have been infringed.

A full summary of your legal rights over your data can be found on the Information Commissioner's website here: <https://www.ico.org.uk/>

If you would like to access the rights listed above, or any other legal rights you have over your data under current legislation, please get in touch with us at communitylarder@gmail.com or call 07599 023501.

Please note that relying on some of these rights, such as the right to deleting your data, will make it impossible for us to continue to deliver some services to you. However, where possible we will always try to allow the maximum access to your rights while continuing to deliver as many services to you as possible.

6. Cookies & usage tracking

A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites and can do a number of things, e.g. remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website.

Where cookies are used to collect personal data, we list these purposes in section 1 above, along with other personal data that we collect. However, we also use some cookies that do not collect personal information but that do help us collect anonymous information about how people use our website. We use Jetpack for this purpose. Jetpack generates statistical and other information about website usage by means of cookies, which are stored on users' computers. The information collected by Jetpack about usage of our website is not personally identifiable. The data is collected anonymously, stored by Jetpack and used by us to create reports about website usage.

7. Modifications

We may modify this Privacy Policy from time to time and will publish the most current version on our website. If a modification meaningfully reduces your rights, we'll notify people whose personal data we hold and is affected.

Approved : 30 March 2022