

# The Helping Hands Group Privacy notice

We take your privacy very seriously and will always do our best to protect your personal information. This Privacy Notice sets out how we collect, store and use your personal data. It also explains how we'll keep it safe and how you can remain in control of its use.

We know that there's a lot of information here, but we want you to be fully informed.

Rest assured that we never sell or share your personal information with other organisations for their own marketing purposes.

## Who we are

The Helping Hands Group offer day service opportunities for adults with learning and physical disabilities.

## What personal data we collect

### Information you give us

This is information about you that you give us by corresponding with us by post, phone, email or otherwise. It includes information you provide when you make an enquiry, volunteer, make a donation, or use other social media functions on our site.

We will usually collect basic personal data about you like your name, postal address, phone number and email address.

Data protection law recognises that certain types of personal information are more sensitive. This is known as 'sensitive' or 'special category' personal information and it will only be collected where necessary and with your consent. For example, sometimes we need to collect health information from you. If we request such information, we will explain why we are requesting it and how we intend to use it.

You can read about how we use your personal data in the what we do with your information section.

If you give us personal information about a third party (for example if you are asking for advice about a family member), we will confirm that you have their consent to do so.

## What we do with your information

We collect your information because we need it to help us fulfil your requests and keep in touch with you with relevant communications. So will use your data to do things like:

- Provide information, which you have requested, about ways to support The Helping Hands Group and our services
- Provide a service to you
- Involve you as a volunteer
- To check on your preferences from time to time to ensure they are up to date
- Record any contact we have with you to help us ensure we provide you with the most appropriate communications
- Prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical or other functions on our behalf
- Analyse and report on the number and nature of contacts with the organisation

- Carry out research on the demographics, interests and behaviour of our individuals and supporters to help us gain a better understanding of them and to enable us to improve our service. This research may be carried out internally by our employees
- Digital advertising. We use third-party vendors including Twitter and Facebook to show advertising on sites and apps across the internet. We may target advertising to you based upon your interests or past behaviour, but we do not receive this personal information from these services nor do we provide your personal details to them
- We will only hold on to your personal data for as long as we need to, usually for as long as you have an active relationship with The Helping Hands Group.

## **Sharing your information**

We will only use your information for the purposes for which it was obtained. Rest assured that we never sell or share your personal information with other organisations for their own marketing purposes.

But there are some situations where we do need to share your information including:

- Third party suppliers - We may need to share your information with data hosting providers or organisations which help us deliver our activities for example send mail, process financial transactions, contact people on our behalf, or analyse data. We will only pass personal data to these organisations if they have signed a contract that requires them to abide by the requirements of Data Protection legislation and treat your information as carefully as we would
- If we believe it is necessary to protect or defend our rights, property or the personal safety of our people or visitors to our premises or websites
- Where we are legally required to do so, e.g. by a law enforcement agency legitimately exercising a power or if compelled by an order of the Court
- We may want to use some of the information provided, including gender, age or the type of learning disability that people experience, to publicise The Helping Hand's work. We will only make this information publicly available if we have the explicit and informed consent of the individuals concerned, or their parent or guardian if they are under 18.

## **Our legal basis for processing your data**

We need a lawful basis to collect and use your personal data under data protection law. The law allows for six ways to process personal data (and additional ways for sensitive personal data). Four of these are relevant to the types of processing that we carry out. This includes information that is processed on the basis of:

- a person's consent (for example, to send you direct marketing by email or SMS)
- a contractual relationship (for example, to provide you with services that you have purchased from us)
- processing that is necessary for compliance with a legal obligation
- The Helping Hands Group's legitimate interests (please see below for more information)
- Personal data may be legally collected and used if it is necessary for a legitimate interest of the organisation using the data, if its use is fair and does not adversely impact the interests, rights and freedoms of the individual concerned.

When we use your personal information, we will always consider if it is fair and balanced to do so and if it is within your reasonable expectations. We will balance your rights and our

legitimate interests to ensure that we use your personal information in a reasonable way. Our legitimate interests include:

Administration and operational management: including responding to solicited enquiries, providing information and services, research, data analytics, events management, the administration of volunteers and employment, and recruitment requirements.

### **How we look after your data**

We ensure that there are appropriate technical controls in place to protect your personal details in accordance with current data protection legislation; this includes secure servers, firewalls and SSL encryption.

Unfortunately, no internet-based site, including email, is 100% secure, although we will do our best to protect your personal data at all times. This includes regular reviews of who has access to information that we hold to ensure that your information is only accessed by the appropriate members of staff, volunteers and contractors.

### **How long we keep your data**

We keep your data for no longer than necessary for the purposes for which it was collected, taking into account guidance issued by the Information Commissioner's Office.

The length of time that data will be kept depends on the reasons for which we are processing the data and on the law or regulations that the information falls under, such as financial regulations, Health and Safety regulation etc., or any contractual obligation we might have – such as local government contracts.

If you request to receive no further contact from us, although we will act on that, we will keep some basic information about you on our suppression list to enable us to comply with your request.

### **People who use The Helping Hands Group**

If you, or a family member or someone for whom you are the carer, uses The Helping Hands Group, please read this section which gives information about the use and storage of your data. This will include sensitive personal data (for example regarding your medical condition) which we process because we are providing you with a health and social care service and an education service.

Many individuals have services which are commissioned by a local authority. In many cases The Helping Hands Group is processing the data on their behalf and they will continue to have access to it. In addition, where you live in a residential service or supported living, the Care Quality Commission (CQC) will also need access to your personal data in some circumstances.

If you use one of our services, we will hold your data on a computerised system and where necessary may also hold most of your personal data in paper files. We will hold this data in line with our security policy and use it to provide a service to you.

We will also collect and retain your information if you send feedback about our services or make a complaint.

We will retain your data for as long as we legally have to. We will hold your data for up to three years after the service to you has ended.

In very specific and unusual circumstances involving possible illegal conduct, we may need to hold records for a much longer period.

### **Staff**

In addition to the information in this privacy notice, there are some individuals whose personal data is used for specific purposes that are covered by other privacy statements as follows:

As part of any recruitment and joining process, The Helping Hands Group collects and processes personal data relating to job applicants. Please read our Recruitment Privacy Statement.

Once you have taken up employment with The Helping Hands Group, we will supply you with more details on the use and storage of your data.

### **Your rights**

You have many rights under data protection legislation. If you wish to use any of these rights or discuss them further please contact the us. Your main rights are:

Transparency over how we use your personal information (right to be informed).

This privacy notice, as well as any additional information that is provided to you either at the time you provided your details, or later, is intended to provide you with this information.

Request a copy of the information we hold about you - this is sometimes called a data subject access or data subject request (right of access).

We will supply any information you ask for that we hold about you as soon as possible, but this may take up to 30 days. We will not charge you for this other than in exceptional circumstances. You will normally be asked for proof of identity as we need to be sure we are only releasing your personal data to you.

Update or amend the information we hold about you if it is wrong (right of rectification).

Ask us to stop using your information (right to restrict processing).

In certain situations, you have the right to ask for processing of your personal data to be restricted because there is some disagreement about its accuracy or legitimate usage.

Ask us to remove your personal information from our records (right to be 'forgotten')

Withdraw your consent

Where we process your data based on your consent (for example, to send you marketing texts or emails), you can withdraw that consent at any time.

You also have a right to object to us processing data where we are relying on it being within our legitimate interests to do so.

Obtain and reuse your personal data for your own purposes (right to data portability).

Not be subject to a decision when it is based on automated processing (automated decision making and profiling).

If you do not think that we have processed your data in accordance with this notice or would like to make a complaint, please contact us in the first instance.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you may wish to contact the Information Commissioner's Office (ICO):

Information Commissioners Office

Helpline: 0303 123 113

Website: <https://ico.org.uk/global/contact-us/>

**How to contact us**

If at any time you'd like us to change the way we contact you, please contact us:

Email: [info@thhg.org.uk](mailto:info@thhg.org.uk)

Post: Charford House, Padholme Road East, Peterborough, PE1 5XL

Telephone: 01733 561000