

# **HOCA (Charity Number 1160442) General Data Protection Regulations (GDPR) Privacy Statement, 2018.**

This policy sets out how HOCA uses and protects any information that you give us when you engage with us. HOCA is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

HOCA may change this policy from time to time by updating the information on the website: <https://honor oakcommunitycentre.org/>

For the purpose of the Data Protection Act 1998, and The General Data Protection Regulation (GDPR) (EU) 2016/679, the data controller is HOCA, 50 Turnham Road, SE4 2JD. The information you provide will be held in accordance with these regulations and may be used by HOCA and its agents to supply the services or support, which you have requested.

## **Information we collect**

We will collect personal information from you when you, or your organisation, enquire about our activities, register as a member with us or subscribe to one of our services. This may include your name, title, email address, physical address, telephone numbers and job title. We may from time to time collect information relevant for surveys, consultations or equalities monitoring. We may also ask for some additional, non-personal information. Your personal information will only be used where we have a legitimate interest to process your requests, to provide you with our services, and to provide you with information relating to our services and other local services we think you may be interested in. These may include hiring of the centre facilities, booking to attend an event or training session, registering as a volunteer, applying for HOCA membership or using HOCA services.

## **What we do with the Information we gather**

We require this information to understand your needs and provide you with a better service. These may include internal record keeping, for the purposes of monitoring the services we provide – both for our own information to improve services, and to funders as evidence of impact and achievements. From time to time, we may also use your information to contact you for consultation or evaluation purposes. We may contact you by email, phone or post. We may use the information to customise the website according to your interests or to assist statutory or other services that are trying to redesign, improve or monitor public services.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

## **Controlling your Personal Information**

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so. We may use your personal information to send you promotional information about third parties, which we think you may find interesting and only if you tell us that you wish this to happen e.g. local workshop, events or training courses.

You may request details of personal information, which we hold about you under The General Data Protection Regulation (GDPR) (EU) 2016/679. If you would like a copy of the information held on you, please write to the address shown on our contact page. If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any information found to be incorrect.

## **Your rights**

Under the GDPR, you have the right as follows:

- To request a copy of any personal data that we hold about you (as data controller), as well as a description of the type of information that we are processing, the uses that are being made of the information, details of anyone whom their personal data has been disclosed, and how long the data will be stored (known as subject access rights);
- To be told, where any information is not collected from you directly, any available information as to the source of the information;
- To be told of the existence of automated decision-making;
- To have all personal data erased (the right to be forgotten) unless limited conditions apply;
- To restrict processing where you have objected to the processing;
- To have inaccurate data amended or destroyed; and
- To prevent processing that is likely to cause unwarranted substantial damage or distress to you or anyone else.

## **Access to information**

You can request a copy of the personal information that we hold about you, known as a Subject Access Request. If you would like to do so, please write to us, and include a description of the information you would like as well as approved proof of identity to our registered address.

## **Contact us**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to our Trustee Team which can be contacted at our main address.