



Registered Charity 1185578

Friends of Histon & Impington Community

Data Privacy Policy

Friends of Histon & Impington Community (aka HI Friends) is committed to protecting the privacy and security of your personal information. We take care to protect the privacy of our members, service users, volunteers, supporters and contacts that communicate (online or offline) with us in person, at events, over the phone, through our websites and social media platforms.

This Data Privacy Policy outlines the ways we may collect, store and use your personal information and why.

Friends of Histon & Impington Community is a registered charity (reg no 1185578) which operates a Community Minibus, a village wellbeing team, provides a range of services and activities, and organises community events to help fund the charity meet its objectives.

The Information We Collect

We only collect information that we know we will genuinely use and in accordance with the General Data Protection Regulation (GDPR). The type of information that we will collect on you, and which you provide to us voluntarily through this website or our communications (on or offline), includes:

Your name, postal address, telephone number(s), email address and any other personal information

We may, in further dealings with you, extend this information to include services used, subscriptions, records of conversations and agreements and payment transactions.

You are under no statutory or contractual requirement or obligation to provide us with your personal information; however we require at least the information above in order for us to deal with you as a member or contact in an efficient and effective manner.

How We Use This Information

We collect and process your personal data for purposes that are in our legitimate organisational interests.

We process your data in order to:

- inform you of events, products and services we believe you will be interested in
- invite voluntary participation in research or surveys and for administrative purposes such as accounting.
- contact you about volunteering for services or events we are organising

We will always consider your right to privacy and ensure that our use of data is proportionate.

We will not store, process or transfer your data unless we have an appropriate lawful reason to do so.

Will we share your information?

We do not share your data with other organisations except under the following circumstances:

- if the law or a public authority says we must share the personal data;
- if we need to share personal data in order to establish, exercise or defend our legal rights (this includes providing personal data to others for the purposes of preventing fraud and reducing credit risk); or

- from time to time, employ the services of other parties for dealing with certain processes necessary for the operation of the website
- for specific use on email list management tools when sending charity communications

How we keep you updated on our news and services

We will send you communications which only relate to charity activities, news and events organised by Friends of Histon & Impington Community and your details will not be used for any marketing purposes, nor sold or shared with any third parties. When you register with us, we will ask if you would like to receive marketing communications and you can change your marketing choices by email or in writing at any time

Your rights over your information

Right to access your personal information

You have the right to access the personal information that we hold about you in many circumstances, by making a request. This is sometimes termed 'Subject Access Request'. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it to you or them free of charge and aim to do so within 30 days from when your identity has been confirmed.

We would ask for proof of identity and sufficient information about your interactions with us so that we can locate your personal information.

If you would like to exercise this right, please contact us as set out below.

Right to correct your personal information

If any of the information we hold about you is inaccurate or out of date, you may ask us to correct it. If you would like to exercise this right, please contact us as set out below.

Right to stop or limit our processing of your data

You have the right to object to us processing your personal information if we are not entitled to use it any more, to have your Information deleted if we are keeping it too long or have its processing restricted in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

For more information about your privacy rights

The Information Commissioner's Office (ICO) regulates data protection and privacy matters in the UK. They make a lot of information accessible to consumers on their website and they ensure that the registered details of all data controllers such as ourselves are available publicly. You can access them here <https://ico.org.uk/for-the-public>. You can make a complaint to the ICO at any time about the way we use your information. However, we hope that you would consider raising any issue or complaint you have with us first. Your satisfaction is extremely important to us and we will always do our very best to solve any problems you may have.

How long will we keep your information?

We retain a record of your personal information in order to provide you with a high quality and consistent service. We will always retain your personal information in accordance with the General Data Protection Regulation (GDPR) and never retain your information for longer than is necessary. Unless otherwise required by law, your data will be stored for a period of 5 years after our last contact with you, at which point it will be deleted.

Third party sites & social media

If you follow links within our website to other websites, your data will be subject to the privacy policies of those sites. You should refer to the privacy policies of those third party sites before providing your data. HI Friends has no control over the content of other websites.

When using our website you may be able to share information through social networks like Facebook and Twitter. For example, when you 'like', 'share' or review our Services. When doing this, your personal information may be visible to the providers of those social networks and/or their other users. Please remember it is your responsibility to set appropriate privacy settings on your social network accounts so you are comfortable with how your information is used and shared on them.

Security

Data security is of utmost importance to HI Friends and to protect your data we take appropriate steps to maintain our contact information in a secure environment to prevent unauthorised use.

What happens when this policy changes?

Changes may be necessary to the policy to reflect legal or data processing developments or the changing needs of our organisation. If we change the policy, we will provide information on our website so that users can review the changes. Any significantly different use of your data will be communicated to you.

How to contact us

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy, the way your personal information is processed, please contact us by one of the following means:

By email: dataprotection@hifriends.org.uk

By post: Friends of Histon & Impington Community, 8 Dwyer Joyce Close, Histon, Cambridge. CB24 9JZ

This Policy was agreed by Charity Trustees on 24th January 2024.

