



Privacy Policy

Updated September 2019

Introduction

By using our website and/or by providing us with any data, you give your consent that all personal information that you submit may be processed by us in the manner and for the purposes described in the following privacy policy and in compliance with current legislation.

Respecting Your Privacy

Havens Community Hub (HCH) is committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data that we collect from you, or that you provide to us, will be processed by HCH. By visiting our website, enquiring of our services or by entering into a service agreement, you are accepting and consenting to the practices described in this policy.

Information We Collect from You

This is data about you collected, via the website or by corresponding with us by phone, email, in person or otherwise. The information you give may include your name, postal address, email address, phone number and other information that will assist us with our services to you.

How We Use This Data

Collecting this data enables us to understand how Havens Community Hub can assist you with the services we provide.

Specifically, we may use data:

- To contact you in response to a specific enquiry.
- To provide you with information about our services.
- To improve the services, we provide.
- To update our own personal records.

We will never lease, distribute or sell your personal information to third parties for marketing purposes.

Any personal information we hold about you is stored and processed under our Data Protection policy in line with current legislation.

Enquiries Submitted Via the Website

The initial data supporting your enquiry will be held for 12 months and then it will be destroyed in line with our Data Retention policy.

Security

Havens Community Hub takes the security and confidentiality of your personal data very seriously. We use up to date storage and security techniques to protect your personal information from unauthorised access, improper use, or accidental loss.

We keep your personal data for as long as reasonably necessary for the purposes of which it was collected or to comply with any applicable legal reporting or document retention requirements.

Havens Community Hub is committed in following stringent procedures to ensure that all data we hold is in line with current legislation.

Sharing Data

As both Data Controller and Data Processor, Havens Community Hub (HCH) may be required to share or administer personal information.

HCH takes the sharing of data very seriously and will only agree if the sharing can be justified.

HCH will consider the following before entering a data sharing agreement.

- The potential benefits and risks to individuals?
- What is the sharing meant to achieve?
- Is the sharing proportionate to the issue we are addressing?
- Could the objective be achieved without sharing personal data?

Access to Information

You have the right to know what personal data is held about you, this is known as a 'Data Subject Access Request'.

You may be asked to complete a subject access request form, in addition you may be asked for identification so that we do not provide your data to anyone else.

If you believe that any information, we are holding on you is incorrect or incomplete, please inform us as soon as possible. We will promptly correct any information found to be incorrect.

Links from Our Site

Our website may contain links to other websites.

Please note that we have no control of websites outside of havenscommunityhub.co.uk. If you provide information to a website to which we link, we are not responsible for its protections or privacy.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be emailed to havenscommunityhub@gmail.com