



## GDPR Privacy Policy and Data Protection

At Helping Angels Charitable Association we are committed to protecting your privacy and we take our responsibilities seriously. We keep the personal data you share with us safe and secure and only use it for the purposes for which it was collected and not do anything that wouldn't be reasonably expected.

The purpose of this policy is to give you a clear explanation about Helping Angels CA and how it collects and uses the personal information you provide to us whether online, via phone, email, in letters or in any other correspondence or from third parties.

### 1. Who we are

Helping Angels Charitable Association is a registered charity (No 1183838). Helping Angels CA registered address is Burslem Park Lodge, Moorland Road, Stoke on Trent, ST6 1EA.

### 2. General Data Protection Regulation

In carrying out our day-to-day activities we process and store personal information relating to our service users and supporters and we are therefore required to adhere to the requirements of the General Data Protection Regulation. We take our responsibilities very seriously and we ensure the personal information we obtain is held, used, transferred, and otherwise processed in accordance with this Regulation and all other applicable data protection laws.

### 3. What personal information do we collect?

Personal information is information that can be used to identify you. It can include your name, date of birth, email address, postal address, telephone number, bank account details, credit/debit card details and whether you are a UK taxpayer so that we can claim Gift Aid. The personal information we collect is the information you give us, for example when you make a donation to us, register for a session or event, complete a form on our website or sign up for a JustGiving page (or similar).

If you do nothing other than visit our website, we may gather information about this use, such as which pages are most visited and which events or activities are of most interest. This information can be used to help us improve our website and services. The information we use for this purpose will be aggregated or anonymised i.e. it will not identify you as an individual visitor to our website.

We do not usually collect "sensitive personal information" about our supporters unless there is a clear reason for doing so, such as participation in an event where we need this information to ensure we provide appropriate facilities for you. For example information relating to your health if you are taking part in a challenge style event.

## 4. Credit and debit card payments

If you use your credit or debit card to donate to us or buy something online or over the phone, we will ensure that this is done securely. We do not store your credit or debit card details following the completion of your transaction, and all card details are securely destroyed once the payment or donation has been processed.

## 5. Why do we collect and how do we use your information?

We may collect your personal information for a number of reasons, such as:

- to provide you with the services, products or information you have requested
- to process any donation(s) we may receive from you
- to ask you to help us raise money or donate money to our charity
- to provide you with information about our work or our activities that you have asked to receive
- for administration purposes eg. we may contact you about a donation you have made or event you have expressed an interest in or registered for
- where it is required or authorised by law.
- when you sign in the lodge or Community Centre using our registers

We may contact you for marketing purposes by mail, e-mail or telephone; in some cases, this will require getting your permission. We may also send you service communications via e-mail, for example when you register for an event.

We will always communicate with you in accordance with your stated preferences. You can change your mind about these preferences at any time by emailing us on: [helpingangelsca@outlook.com](mailto:helpingangelsca@outlook.com).

## 6. Information sharing and disclosure

We will not sell or swap your information with any third party.

We may share your information with our data processors. These are trusted partner organisations that work with us in connection with our charitable purposes, for example carrying out mailings on our behalf. All our trusted partners are required to comply with data protection laws and are only allowed to process your information in strict compliance with our instructions. We will always make sure appropriate contracts and controls are in place and we regularly monitor all our partners to ensure their compliance.

We may disclose your personal information to third parties if we are required to do so through a legal obligation (for example to the police or a government body) but we will not share your information for any other purposes.

## 7. The accuracy of your information

We aim to ensure that all information we hold about you is accurate and up to date. If any of the information we hold about you is inaccurate and either you advise us or we become otherwise aware, we will ensure it is amended and updated as soon as possible.

If you would like to tell us of any changes to your information, change the way we contact you or if you no longer want to hear from us, then please contact our team through the following means:

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

By Phone: Call us on 01782 273213 (Mon-Fri 9am – 4:30pm)

## 8. Under 18s

If you are aged 18 or under, and would like to participate in an event, make a donation or get involved with us, please make sure that you have your parent/guardian's permission before giving us your personal information. When we collect information about a child or young person, we will make it clear as to the reasons for collecting this information and how it will be used.

## 9. Storing your information

The information we store and process stays within the UK. We will keep your information for as long as required to enable us to operate our services but we will not keep your information for any longer than is necessary. When we no longer need to retain your information we will ensure it is disposed of securely.

## 10. The Website

Our website uses cookies to help us to provide you with a good experience when you browse. A cookie is a small file of letters and numbers that we may put on your computer or mobile device when you access our website. These cookies allow us to distinguish you from other users of the website – for example, they will tell us whether you have visited our site before or whether you are a new visitor.

For all areas of our website which collect personal information, we use a secure server. Although we cannot completely guarantee the security of any information you transmit to us, we enforce strict procedures and security features to protect your information and prevent unauthorised access.

## 11. Changes to our Statement

This statement replaces all previous versions and is correct as of April 2021. We will regularly review and update this statement and will update, modify, add or remove sections at our discretion. Your continued use of our website and/or the continued provision of personal information will be taken to mean you are in agreement with any changes.

## 12. Your Rights

You have the right to:

- request a copy of the information we hold about you
- update or amend the information we hold about you if it is wrong
- change your communication preferences at any time
- object to the processing of your information for marketing purposes
- raise a concern or complaint about the way in which your information is being used.

You have a right to ask us to stop processing your personal data, and assuming that it's not essential for the purpose you provided it for (e.g. processing a donation or registering you for an event), we will do so. Get in touch with us on 01782 273213 or [info@helpingangelsca.org.uk](mailto:info@helpingangelsca.org.uk) if you have any concerns.

You have a right to ask for a copy of the information we hold about you otherwise known as a Subject Access Request.