

**Version Control**

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| **Version** | **Status** | **Description of Version** | **Date Completed** |
|  |  | Change of data storage from 10 years to 3 years. No other changes. | 2-7-24 |
|  |  | Updated to include staff as well as volunteers | 21-7-25 |
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**DATA PRIVACY NOTICE**

**The short version:**

* We respect your personal data.
* We will store it securely.
* We will use your data for one or more of the following purposes:
  + To process your employment or volunteer application
  + To maintain regular supervisory support (e.g. contacting you to see how employment or volunteering is going, inform you of client change in circumstances)
  + To inform you of news, events, activities or services running from Hope at Home, including supervision and training sessions
  + To contact your next of kin in the event of an emergency
* We will delete / rectify / restrict processing it when you ask us to unless we need to retain information for safeguarding / legal purposes.
* You can request to withdraw consent at any time but there are some circumstances when this will not be possible (i.e., for safeguarding/legal reasons).

**Your personal data – what is it?**

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller’s possession or likely to come into such possession. The processing of personal data is governed by *The UK General Data Protection Regulations (the “UK GDPR”).*

You will have consented to provide your personal data through completion of the Hope at Home Employment contract, Host Volunteer Agreement, Financial giving platform or via an event sign-up sheet.

The data that you will have consented to might include:

* Your name and contact details (address, email, telephone number)
* Your date of birth
* Any previous addresses within the last 12 months
* Contact details for two referees
* Relevant work experience
* Any health issues that may affect your voluntary duties, including any infectious/contagious diseases
* Contact details of Next of Kin
* Bank details

We will not make this data available to the public.

**Who are we?**

Hope at Home is a charity organisation in the UK and is also the data controller for personal data held. This means that Hope at Home decides how your personal data is processed and for what purposes. Contact details are below.

Hope at Home

PO Box 17404

BROMSGROVE

B60 9LN

Telephone: 07877 447 341

**How do we process your personal data?**

Hope at Home complies with its obligations under *the UK GDPR* by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We will ask your consent to process your data (name, address etc…).

We use your personal data for the following purposes:

* To process your employment or volunteer application
* To maintain regular supervisory support (e.g. contacting you to see how volunteering is going, inform you of client change in circumstances)
* To inform you of news, events, activities or services running from Hope at Home, including supervision and training sessions
* To contact your next of kin in the event of an emergency

**Special Category Data**

The UK GDPR defines special category data as:

* personal data revealing **racial or ethnic origin**;
* personal data revealing **political opinions**;
* personal data revealing **religious or philosophical beliefs**;
* personal data revealing **trade union membership**;
* **genetic data**;
* **biometric data** (where used for identification purposes);
* data concerning **health**;
* data concerning a person’s **sex life**; and
* data concerning a person’s **sexual orientation**.

At Hope at Home we collect this data for the purpose of providing suitable accommodation with volunteer hosts. We specifically collect data revealing ethnic origin, religious beliefs and data concerning health and a person’s sexual orientation.

**We will process your data based on the following legal process:**

* Consent of the data subject - Please refer to and, if in agreement, sign the ???, financial giving platform form or Host Volunteer Agreement Form.
* Legal obligation - This is where we would need to comply with the Law and is likely to apply where a safeguarding concern is reported, and we are required to interact with statutory authorities or take action to address safeguarding risks to children and people who may be vulnerable.
* Legitimate interest - Where processing your data would be in the interests of Hope at Home as the Data Controller as it would be consistent with the organisation’s Aims and Objectives. This legal basis would only be used upon the completion of a 3-stage risk assessment.

**How long do we keep your personal data?**

We keep your personal data for no longer than reasonably necessary. In line with our Safeguarding Policies, Procedures and Guidance, we will keep your data for a period of 3 years after the last contact relating to yourself. This is in case of any legal claims/complaints or for safeguarding purposes.

**Your rights and your personal data**

**Right to access your personal data**

You have a right to see the data we hold for you. You can request this by completing a ‘Data Subject Access Request’ form. To request a Subject Access Request (SAR) form, please telephone us on 07877 447 341; email us on: [info@hopeathome.org.uk](mailto:info@hopeathome.org.uk) or write to us at: Hope at Home, PO Box 17404, BROMSGROVE, B60 9LN. We will only be able to respond to a SAR following completion of the SAR form we send you; we will not be able to accept a verbal request (i.e. asking us in person or over the telephone).

Your SAR will then be forwarded onto the Trustees of Hope at Home. We will respond to your request within 30 calendar days. There will be no charge to you for this.

**Right to rectification**

You have the right for inaccurate or incomplete data to be corrected within one month, although this can be extended to two months if the request is extremely complicated. If the data has been shared with third parties, Hope at Home will inform them of the rectification.

To request a rectification of your data, please either email us on: [info@hopeathome.org.uk](mailto:info@hopeathome.org.uk) or write to us at: Hope at Home, PO Box 17404, BROMSGROVE, B60 9LN. We will need you to do this in writing; we will not be able to accept a verbal request (i.e., asking us in person or over the telephone).

**How to request withdrawal of consent to process data**

You are able to request a withdrawal of consent to process your data at any time. To do this, please either email us on: email us on: [info@hopeathome.org.uk](mailto:info@hopeathome.org.uk) or write to us at: Hope at Home, PO Box 17404, BROMSGROVE, B60 9LN. We will need you to do this in writing; we will not be able to accept a verbal request (i.e. asking us in person or over the telephone).

We also need to make you aware that:

1. There are some cases where we will need to retain your data to comply with statutory requirements. For example, if the data is relevant to any safeguarding issues (current or historic), or if the data is needed to defend a legal claim, we will need to hold onto the data. In this case, you will not be able to withdraw consent for those specific pieces of data that are relevant. We will let you know if this is the case as well as what data we will need to retain and process.
2. If you choose to withdraw consent for Hope at Home to hold and process your data, then Hope at Home will no longer be able to be in contact with you.

**The right to request that your personal data is erased where it is no longer necessary for Hope at Home to retain such data**

Should you request this, we need to make you aware that:

1. There are some cases where we will need to retain your data to comply with statutory requirements. For example, if the data is relevant to any safeguarding issues (current or historic), or if the data is needed to defend a legal claim, we will need to hold onto the data. In this case, you will not be able to withdraw consent for those specific pieces of data that are relevant. We will let you know if this is the case as well as what data we will need to retain and process.
2. If you choose to withdraw consent for Hope at Home to hold and process your data, then Hope at Home will no longer be able to be in contact with you.

**The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing**

If processing is restricted, we can still store the data but cannot otherwise use the data.

**The right to object to the processing of personal data**

**The right to lodge a complaint with the Information Commissioners Office.**

You can contact the Information Commissioners Office on:

* 0303 123 1113
* via email <https://ico.org.uk/global/contact-us/email/>
* or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

**Transfer of Data Abroad**

Hope at Home does not currently need to transfer your data abroad.

**Further processing**

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

**Contact Details**

To exercise all relevant rights, queries of complaints please in the first instance contact the CEO of Hope at Home as its Privacy Administrator on [info@hopeathome.org.uk](mailto:info@hopeathome.org.uk) or 07877 447 341.

You can contact the Information Commissioners Office on:

* 0303 123 1113
* via email <https://ico.org.uk/global/contact-us/email/>
* or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

**Date reviewed**: July 2025

**Next review date:** July 2026