

# Privacy Notice for Hampton & Hampton Hill Voluntary Care

## Introduction

Hampton & Hampton Hill Voluntary Care (H&HHVC) is committed to protecting your privacy and ensuring your personal data is handled responsibly. This Privacy Notice explains what data we collect, why we collect it, how we use it, and your rights regarding your data.

### 1. Who We Are

H&HHVC is a registered charity (Registered in England & Wales Company No. 6431882; Charity No. 1140070) based at Greenwood Community Centre, dedicated to supporting the community and helping those affected by loneliness and isolation.

### 2. Information We Collect

We collect and process personal data about you when you interact with us. This may include:

- Personal details (name, address, contact information, date of birth)
- Service-related information (e.g., health or support needs, emergency contact details)
- Communications (records of your interactions with us, such as emails or telephone conversations)
- Volunteer information (if you are a volunteer, we may collect additional information relevant to your role)
- Financial information (such as donation history or bank details for processing donations or payments for services)

### 3. How We Use Your Information

We use your personal data to:

- Provide and improve our services, including befriending, community transport, and room hire
- Manage your involvement in volunteering or events
- Communicate with you regarding our services, events, and updates
- Process donations and memberships
- Comply with legal obligations and respond to regulatory requests

We will only process your personal data where we have a lawful basis, such as your consent, a contractual obligation, a legitimate interest, or a legal requirement.

### 4. How We Share Your Information

We will not share your data with third parties for marketing purposes. We may share your data with trusted third parties, including:

- Service providers working on our behalf (e.g., IT providers)
- Regulatory authorities, when required to comply with legal obligations
- Emergency contacts or health professionals if necessary for your wellbeing

We ensure that all third parties respect your privacy and keep your data secure.

### 5. Data Security

We take appropriate technical and organisational measures to safeguard your data against accidental loss, unauthorized access, or misuse. Access to your personal data is limited to those who have a legitimate need to know.

### 6. Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including legal, accounting, or reporting requirements. Specific retention periods are detailed in our Data Retention Policy, available upon request.

## **7. Your Rights**

You have the right to:

- Access your personal data and request a copy of it
- Rectify inaccurate or incomplete data
- Request the deletion of your data (where applicable)
- Restrict or object to the processing of your data
- Withdraw consent where we rely on it for processing
- Lodge a complaint with the Information Commissioner's Office (ICO) if you are concerned about our handling of your data

To exercise these rights, please contact us using the details below.

## **8. Updates to This Privacy Notice**

We may update this Privacy Notice occasionally to reflect changes in legislation or our practices. The latest version will always be available on our website.

## **9. How to Contact Us**

If you have questions about this Privacy Notice or your data, please contact us at:

Hampton & Hampton Hill Voluntary Care

Greenwood Community Centre

1a School Road, Hampton Hill. TW12 1QL

Email: [enquiries@greenwoodcommunity.org.uk](mailto:enquiries@greenwoodcommunity.org.uk)

Phone: 020 8979 9662

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