



PRIVACY NOTICE

Restore Hope is a Christian charity, established in 2002, that has a proven track record of bringing hope to people from all walks of life. We come alongside people from a wide variety of backgrounds, but especially those who are experiencing difficult circumstances, encouraging and supporting people in very practical ways to see lives restored and broken dreams renewed.

Our focus is upon inspiring, training and equipping people to fulfil their potential, through a well-developed and wide range of fun activities, events and courses for children, young people and families. These provide the opportunity to find help, build friendships, learn new skills, gain qualifications, build self-worth and find renewed purpose. Our programmes run throughout the year and make use of the fantastic indoor and outdoor facilities Latimer Park offers in the midst of the beautiful Chess Valley.

This Privacy Notice is to help you understand why we collect your data, how we use it, what we do to keep it safe and your rights about how we process your data. If you require any further information about it, please contact us at info@restorehopelatimer.org - we'd be delighted to help.

What type of data do we collect about you?

We collect data ("personal information") about you when you register with the charity or fill out a consent or contact data form through the Restore Hope CiviCRM database system, the Restore Hope website or in paper format. We also collect information from individuals and organisations who are hiring rooms and/or facilities. "Personal information" is any data about, or that identifies you, the individual.

How will we use your data?

We collect personal information about you to help the charity and its members to:

- ensure the safeguarding of children, young people and vulnerable adults
- employ and manage staff and manage applications
- make contact with each other and share relevant information about activities and events
- facilitate effective management of volunteer teams and rotas
- process financial payments and claim Gift Aid
- effectively manage room and facilities bookings
- fulfil legal obligations on First Aid reporting and DBS checks
- undertake due diligence to manage risks

Will your data be shared?

Restore Hope will not share any information we hold about you to others without your prior consent, unless one of the following exceptions apply. We may disclose information we hold about you:

- if it is necessary for law enforcement or similar purposes;
- as a necessary part of ensuring we comply with our legal obligations as a data controller – for example, by using a third party to migrate data or ensure it is accurate and up-to-date, or for DBS checks.

Will your data be secure?

We value your privacy. Restore Hope has taken organisational and technical measures to protect your data from theft, loss and misuse.

How long will your data be kept?

Restore Hope will save your data for as long as is necessary for the purpose for which it was provided.

We will occasionally send you information about events and activities that the charity organises, about other events and activities that we endorse and about fundraising. You have the right at any time to stop us from contacting you for marketing purposes. To opt-out from receiving these communications, please email or write to us using the contact details below.

How to access, rectify or remove your data - your legal rights.

You have the right to request a copy of the information that we hold about you. If you would like a copy of your personal information, please email or write to us using the contact details below. If you think your personal information is inaccurate, you may ask us to correct or remove that information.

If you no longer wish for Restore Hope to store and process your information, you have the right to request that it be deleted. You can request this verbally or in writing and we will respond within one month of the request. Under GDPR, Restore Hope must respond to the request for deletion unless there are legal reasons why we must retain your data.

Restore Hope Website

Cookies

- Cookies are small text files placed onto your device when you first visit a website to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.
- For further information visit www.aboutcookies.org.
- You can set your browser not to accept cookies; the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Other Websites

Our website contains links to other websites. This Privacy Notice only applies to the Restore Hope website so when you link to other websites you should read their own privacy policies and notices.

Changes to our privacy notice

We keep our privacy policy under regular review to ensure we meet GDPR requirements, and we will place any updates on our website. This privacy policy was last updated on 25th April 2019. We will periodically issue updates to the Restore Hope Privacy Notice.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

By email to: info@restorehopelatimer.org

By phone: 01494 765555

By post: Restore Hope, The Estate Office, Latimer Park, Latimer, Chesham, HP5 1TU