

## **Hillingdon Federation of Community Associations**

### **Privacy Policy**

#### **Introduction**

Chances are you've probably heard about GDPR, the new data regulations which came into force in EU member states in May 2018. If you're wondering what exactly these rules entail and how they might affect the way you engage with us, then this is the webpage for you.

We wanted to talk you through how these new rules affect your use of our website and outline what they mean for us in terms of treating your data.

Hillingdon Federation of Community Associations is committed to treating your data responsibly. When it comes to your personal information, your privacy is of paramount importance. All our data practices comply with the new GDPR regulations.

#### **GDPR: what it means and why it's important**

GDPR stands for General Data Protection Regulation. These rules were introduced by the European Union in May 2018 to ensure that private corporations, government bodies and other organisations treat personal data responsibly and securely. The regulations form a critical part of the Government's Data Protection Act 2018 and so will be applicable following the UK's exit from the European Union in March 2019.

As well as placing new demands on organisations, the new rules give you some new and important rights. From now on, you can ask to see what information an organisation holds on you. If you're not happy with your data being held, you can ask them to delete the relevant information, and they must abide by your request by law. Furthermore, companies cannot use data in certain ways, such as passing it on to third parties for advertising and marketing purposes, without your consent.

Hillingdon Federation of Community Associations is committed to protecting your personal data and upholding these rights. All our data handling processes fully comply with GDPR legislation.

#### **Data privacy: what it means under GDPR**

When we talk about data privacy, we're referring to the following principles, which are enshrined in the GDPR regulations:

- Personal data must be processed transparently, lawfully and fairly. Organisations should make it clear why data is being held and for what purposes
- Organisations should not collect personal data for any purposes other than those outlined on their website
- The capturing of personal data should be limited to what is necessary for completion of the associated processes or tasks
- Personal data should be accurate, and organisations should take reasonable steps to ensure that information held is up-to-date
- Information should be held securely

Hillingdon Federation of Community Associations will ensure that in handling and processing your personal data, we abide by these principles. In the next section, we intend to provide some more detail about who we are, what sort of information we collect, and how we use your data.

### **Hillingdon Federation of Community Associations**

For over forty years Hillingdon Federation of Community Associations has played an active and important role in supporting the numerous Community Centres in the London Borough of Hillingdon.

Under GDPR, The Hillingdon Federation of Community Associations is the “controller” of personal data provided by its users. What this means is we act as the processing and handling authority when it comes to your information. “Controller” status means we have multiple responsibilities, including (but not limited to) ensuring the principles outlined above are embedded throughout our data handling and processing systems.

Our data protection officer is Jackie Westbrook, who can be contacted via the following address: **jackiemwestb60@gmail.com**

### **The data we hold and how we collect it**

The personal data we hold includes your contact details, name, address, contact number and Community organisation.

Please note that we may also hold information relating to “special categories” of more sensitive personal data, such as disability and access requirements.

Data is usually collected by written documentation.

### **Purpose**

The reason we use your personal data is to support the Federation in delivering its services. We use personal information to establish and maintain effective contact with individuals, administer membership records, maintain accounts, meet statutory obligations, undertake equalities monitoring and ensure appropriate access arrangements can be provided for volunteers requiring these.

### **Legal basis for using your data**

We only collect and use your personal information when it is lawful to do so. Most commonly, we use your data to carry out a service, comply with a legal obligation, or complete a task in the public interest. Less commonly, we may use your personal data to protect your vital interests (or someone else’s interests), or if you have given us consent to use it in a certain way.

### **Optional information**

Much of the information we require from you is mandatory, but some details are optional. On our data collection documents, we always make it clear whether you must provide these details, or if you have the choice to withhold your data.

### **Storing your data**

We store personal data in secure folders and do not hold personal information for longer than is necessary, ensuring that relevant records are deleted once a member or volunteer terminates their association with the Hillingdon Federation of Community Associations.

## **Sharing your data**

We take confidentiality very seriously. We do not share your data with any third party without your consent, unless the law and our policies allow us to do so.

When it is legally required or necessary, we may share personal information with government departments or agencies, the local authority, suppliers and service providers, professional advisers and consultants, employment and recruitment agencies, as well as the police and courts.

## **Your rights**

As mentioned above, the introduction of GDPR introduces new consumer rights, enabling you to request access to the information an organisation holds about you.

A “subject access request” allows you to see what data we hold about you. We will respond by describing the data, explaining the reasons for holding and processing it, specifying how long we intend to keep it, revealing where we got this from and informing you as to whether any automated decision-making is being applied. Furthermore, we will outline whether the data has been shared and, if so, the identity of the third party. We will also provide a copy of the information in an intelligible form.

As well as the ability to make a subject access request, you also have the right to object to your personal data being used if it would cause damage or distress, as well as prevent your information being used in direct marketing initiatives. In addition, you may object to your data being used for decisions being taken by automated means and, in certain circumstances, have inaccurate personal data corrected, deleted, or destroyed, or restrict processing.

Finally, you have the right to claim compensation for any damages caused by a data breach under GDPR.

## **Data breaches**

Hillingdon Federation of Community Associations uses a variety of techniques to protect personal information including firewall, antivirus, encryption and access control. We are committed to doing everything we can to ensure that all data is protected.

In the unlikely event of data being lost or shared inappropriately, the Data Protection Officer and Committee members seek to immediately contain the breach, recover losses and limit the damage. We would then launch a full investigation and notify the individuals affected.

It is important to stress that, while we will do everything we can to ensure the security of your personal information, data that is entered on an online platform can never be totally secure.

## **Marketing**

You will only be contacted via call, text or email if you have agreed for us to get in touch with you in this way.

## **Changes to the policy**

We will ensure that you are notified of any changes to this Privacy Policy.

## **Contact us**

If you have any questions related to any element of this Privacy Policy, or the introduction of GDPR regulations in the UK and how this affects your interactions with the Welfare Association, then please contact our Protection Officer, Jackie Westbrook, via **jackiemwestb60@gmail.com**

Alternatively, you may write to us at:

Hillingdon Federation of Community Associations  
C/O Yeading Community Centre  
2 Ditchfield Road  
Hayes  
Middlesex  
UB4 9BH

If you have a complaint related to our data privacy policy and are not satisfied by our response, you may contact the Information Commissioner's Office at <https://ico.org.uk/>