

# HEMOCALL PRIVACY POLICY

## **POLICY**

Homecall are committed to protecting and respecting your privacy.

## **SCOPE**

This policy applies to all Trustees, Employees, Volunteers, Clients and Supporters of Homecall who have direct contact with vulnerable adults in the course of their volunteering. This Policy explains how, when and why we collect personal information, the conditions under which we may disclose it to others and how we keep it secure.

## **RESPONSIBILITIES**

The responsibility for the provision of this policy rests with the Trustees of Homecall. It is the responsibility of Homecall to ensure full compliance of this policy and to put in place systems and procedures to support the full application of its principles.

## **POLICY IN PRACTICE**

### ***How do we collect information from you?***

We obtain information about you when you contact us about our services, when you register as a Trustee, Client, Volunteer or Supporter. We can also collect information when you make a donation or when you register to receive one of our Newsletters.

### ***What type of information is collected from you?***

The personal information we collect may include your name, address, phone number, date of birth and Email address. When completing a DBS application additional information is required, this includes passport and driving licence information and national insurance number. Volunteers are asked for bank details to enable BACS payments to be actioned for the payment of expenses.

### ***How is your information used?***

We may use your information to

- Notify the Charity Commission of Trustee details
- Process a Volunteer Application
- Process a Client Application
- Process a Supporter Application
- Process a Disclosure and Barring Service (DBS) application
- Process a donation that you have made
- Seek your views or comments on the services we provide
- Notify you of changes to our services
- Send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals or other fundraising
- Process a grant application

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (e.g. the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

### ***Who has access to your Information?***

We work closely with various third party providers to bring you a range of quality and reliable products and services designed to meet the needs of the visually impaired (e.g. HRVAB and ESAB). When you enquire about or purchase one or more of these products, the relevant third party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third party product providers will share your information with us which we will use in accordance with this Privacy Policy.

We will not share your information with third parties for marketing purposes.

### ***Your choices***

You have a choice about whether or not you wish to receive information from us. If you do not want to receive communications from us about the vital work we do for visually impaired people and services we provide, then you can contact us by Email: [claire.homecall@gmail.com](mailto:claire.homecall@gmail.com) or by writing to Claire Prime, 22 Oakleigh Road Bexhill-on-Sea, East Sussex, TN39 4PY. Alternatively, you can telephone 01424 845812.

### ***How you can access and update your information***

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: Email: [claire.homecall@gmail.com](mailto:claire.homecall@gmail.com) or by writing to Claire Prime, 22 Oakleigh Road Bexhill-on-Sea, East Sussex, TN39 4PY. Alternatively, you can telephone 01424 845812.

You have the right to ask for a copy of the information Homecall hold about you (we may charge for information requests to cover our costs in providing you with details of the information we hold about you)

### ***Security precautions in place to protect the loss, misuse or alteration of your information***

When you give us personal information, we take steps to ensure that it's treated securely. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

### ***Use of 'cookies'***

We do not use cookies on our website.

### ***Links to other websites***

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

### ***Transferring your information outside of Europe***

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

### ***Review of this Policy***

We keep this Policy under regular review. This Policy was last updated in March 2021 .