



Hope Privacy Policy

This Privacy Policy sets out the data processing practices carried out through the use of the Internet and any other electronic communications networks by Hope Centre and Hope Enterprises. If you have any requests concerning your personal information or any queries with regard to these practices please contact our administrative team via office@northamptonhopecentre.org.uk. Please note that all data thus captured will be used and held in accordance with the requirements of the Data Protection Act 1998.

Who we are

The Hope Centre is a local charity addressing poverty, supporting homeless people and others in need.

We are a registered charity (no1015743) and a company limited by guarantee (02768301). Our registered office is Northampton Hope Centre, Oasis House, 35-37 Campbell Street, Northampton, NN1 3DS

Information collected

We collect information from visitors to Hope's websites where online forms are provided.

We collect your details when you email us with an enquiry.

We also collect information about the transactions you undertake through this site and linked fundraising sites used by Hope (including Just Giving) including details of payment cards used.

Use of personal information

We process personal information collected via this website for the purposes of:

- Improving contact details with donors and supporters
- Providing information about products and services
- Providing and personalising our services
- Dealing with your enquiries and requests
- Administering orders and accounts relating to our suppliers or customers
- Administering membership records
- Fundraising
- Providing reservation or booking services

Data Capture Information

We will send you information according to the preferences you submitted via our online contact form, standing order mandate [does these need to be altered? - <http://www.northamptonhopecentre.org.uk/donate>]or through our Just Giving page. If you would like to change these preferences at any point, please email us at office@northamptonhopecentre.org.uk , or call us on 0845519971. Alternatively you can also write to us at Data protection lead, Hope, Oasis House, 35-37 Campbell Street Northampton NN1 3DS.

Marketing

Please note that your information may be used to send you details of those products or services from the Hope group (including Hope Centre and Hope Enterprises) that we offer that we have identified as likely to be of interest to you. This will be in accordance with the preferences that you indicated when you completed your consent to be contacted in response to our email and mail process for existing and new supporters and via online forms, including Just Giving.

If at any point you would like to opt-out of receiving communications from us, or would like to change the channels (such as email or post) that we use to contact you, please contact in writing via emailing the data protection lead at office@northamptonhopecentre.org.uk or by writing to Data protection lead, Hope, Oasis House, 35-37 Campbell Street Northampton NN1 3DS.

Donors

We will not contact people unless they have expressed an interest in our work, for example by making a donation. We will act quickly on any requests to end contact, or get in touch less frequently or in a different way. If you are registered on the Telephone Preference Service we will only call you with your explicit permission. We will never sell your data.

How do we keep your information secure?

All your personal information is held securely in accordance with the Data Protection Act, 1998. (this will change)

If you contact us electronically, by email or from our website, we cannot guarantee your information remains private whilst it is in transit across the internet.

Disclosures

We will not share your data with third parties unless we are obliged to disclose personal data by law, or the disclosure is 'necessary' for purposes of national security, taxation, safeguarding and criminal investigation, or we have your consent.

On our behalf Blackbaud Plc process and hold data related to supporters. This data is shared under a data processing agreement which precludes it being shared with other third parties.

Other websites

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours.

Subject access requests

You have the right to see what personal data we hold about you. To obtain a copy of the personal information we hold about you, please write to us at Data protection lead, Hope, Oasis House, 35-37 Campbell Street Northampton NN1 3DS. Please note that we reserve the right to charge a fee of up to £10 for any such request.

Use of cookies

Our websites generally do not use cookies. The Hope Enterprises site has one cookie to collect Google Analytics data.

Amendments

Please note that this privacy policy is subject to change from time to time. It was last reviewed in February 2018.