



## WEBSITE PRIVACY POLICY

Action Homeless (Leicester) Limited (“we”, “us”, “our”, “the Company”) respects your privacy and is committed to protecting your personal data. We operate the website <http://actionhomeless.org.uk> (“the Website”).

We are a limited company whose address is at Action Homeless (Leicester) Limited, Ridgeway House, Little Hill, Wigston, Leicester, LE18 3SE.

This privacy notice will provide you with information about how we look after your personal data when you visit and use our Website (regardless of where you visit it from) including any data you may provide through the Website. It will also tell you about your privacy rights and how the law protects you.

Please note that this privacy policy relates only to the treatment and use of personal data arising from your visiting the Website. For other types of processing carried out by us, we operate the following policies:

- [Data Protection Policy](#)
- [Privacy Notice for Customers](#)
- [Privacy Notice for Fundraisers](#)
- [Privacy Notice for Volunteers and those applying for voluntary work](#)
- [Privacy Notice for Employees, Consultants and workers](#)
- [Privacy Notice for Job applicants](#)
- [Privacy Notice for Trustees](#)

The Company is the controller of your personal data and is therefore responsible for your personal data. The Company is registered with the Information Commissioner under registration number Z5794461.

Reg Mawdsley, Finance Director of the Company is ultimately responsible for overseeing questions in relation to this privacy policy. If you have any questions, including any requests to exercise your legal rights, please contact him using the contact details below.

### **Data protection principles**

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.



3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

### **The personal data we collect**

Personal data means any information about an individual from which that person can be identified. We may collect and process personal data about you:

- **Information about you that you give us**

You may provide personal data to us by using our Website in the following ways:

- To make contact with us using the contact us portal;
- To enquire about or apply for voluntary work with us when using the Volunteer with us portal;
- When you email us through our Fundraising page;
- When you donate using our “Donate” button on our Website and you leave a message

The personal data we might collect in this way might be your name, contact details, address, why you are contacting us, details of how much you donated, and any other message you may send to us (which may contain personal data).

If you contact us for volunteering you will be issued with a privacy notice that informs volunteers what personal data we will collect from them.

If you contact us for fundraising purposes you will be referred to a privacy notice for fundraisers which will inform you what personal data we will collect from fundraisers

- **Information collected by us automatically**

We may automatically collect information about you such as technical information regarding your visits to our Website including, but not limited to, the Internet Protocol (IP) address used to connect your computer to the Internet, geographical location, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.



The chance for change

It may also include information about your visit(s) to our Website including the full Uniform Resource Locators (URL), clickstream to, through and from our Website (including date and time), job vacancies you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page, and any phone number used to call us.

Personal data does not include data where your identity has been removed or which not associated with or linked to your personal data (anonymous data).

### **IP addresses and Cookies**

Our Website uses cookies to collect non-personal statistics about users of our website to see how they use our website and to help us improve it. Such information will include how long a user spends on our website, which location they are from, which pages are viewed etc.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our Website.

### **How we use your personal data**

We will only use your personal information we collect about you as follows:

- **Information that you give us**

We may use the information you give to us to:

- a. Respond to your enquiries as requested by you and in accordance with our legitimate interests; and
- b. Provide you with information that you request in accordance with our legitimate interests.

- **Information collected by us automatically**

We may use the information we automatically collect to:

- a. Ensure that content from our Website is presented in the most effective manner for you and for your computer as is in our legitimate interest;
- b. Administer and monitor our Website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes



so as to allow us to provide you with the best possible service and experience as is in our legitimate interest to do so; and

- a. Keep our Website safe and secure as is in our legitimate interest.

### **Storage of your personal data**

All of the information you provide to us is stored on our secure servers which are located within the UK and the European Economic Area.

### **Sharing and transfer of your personal data**

We do not share the data that you supply to us via our Website with any third parties save for our IT consultants and website producers, and then only for the purposes of improving or developing our Website. We expect third parties we share your personal data with to keep your personal data confidential and secure and to only use it for the purposes for which we have shared it.

If you seek to donate money using the Donate button on our Website you will be transferred to the Virgin Money Giving site. Virgin Money are responsible for the maintenance and security of their Website and we are not responsible for that. You are encouraged to read their separate privacy policy. This site enables you to donate money in a secure manner and anonymously, if you wish.

### **Security**

We have put in place measures to protect the security of your information.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, the access to and use of the personal data that we collect is restricted to those employees who need the personal data to perform a specific job role or activity. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

The transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Website; any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access. We urge you to take every precaution to protect your personal data when you are on the internet.



## **Data retention**

We have in place data retention policies which sets out the criteria we adopt for retaining your personal information. The criteria we use for determining the period of retention varies but will include the type of personal data held, how sensitive it is, what limitation periods exist for making claims against us, and any other regulatory or legal reporting requirements.

## **Your rights**

You have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you wish to exercise any of your above rights, please send a written request to us at the address listed above, addressed for the attention of the Reg Mawdsley.

Where we have relied on your consent for the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. You may withdraw your consent by emailing [regmawdsley@actionhomeless.org.uk](mailto:regmawdsley@actionhomeless.org.uk)

## **Other websites and links**



Our Website may contain links to other websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control third party websites and are not responsible for their privacy notices or for the content, accuracy or opinions expressed in such websites. We do not investigate, monitor or check third party websites for accuracy or completeness and the inclusion of any linked website on or through our Website does not imply approval or endorsement by us of the linked website.

If you decide to leave our Website and access these third party websites, plug-ins and/or applications you do so at your own risk. We encourage you to read the privacy notice of every website you visit.

### **Changes to this privacy notice**

This version was last updated in May 2018.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

### **Contact Details**

We have appointed Reg Mawdsley, Finance Director to oversee our compliance with data protection laws. You can contact him using the contact details above.

### **Complaints**

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.