

This Privacy Policy explains the types of personal data we may collect and hold about you, how we use it, how long we hold it for and how you can ask us to remove all the information that we hold about you. It also explains how we'll store and handle your data, and keep it safe. We'll update our Privacy Policy from time to time.

If you have any questions about how we use your personal data then you may contact us at director@crawleyopenhouse.co.uk or writing to us at Crawley Open House, Riverside House, Stephenson Way, Three Bridges, Crawley, West Sussex. RH10 1TN.

WHAT INFORMATION DO WE HOLD ABOUT YOU?

We hold information about you, including information that you give to us when using our services, volunteering, participating in events, donating or working with us. We may get this information from you or from other organisations we work with. The information can include, name, address, employment, date of birth, bank account details, whether you are a UK taxpayer, and information that we need to perform any security checks. We may hold special category data.

HOW DO WE USE YOUR INFORMATION?

We will use your information in the following ways: – We will send you information and updates about the work of Crawley Open House. We may do this by post and also by email, text and social media, where you have consented to us doing this.

- To keep our records up to date
- We will let you know about volunteering opportunities, social events and fundraising appeals and other needs of Crawley Open House
- To provide the services that you have requested and to give you the information that you have requested
- To reclaim tax on Gift Aid

You have the right to change your preferences at any time, or to ask that we stop contacting you. You can do this by contacting us at the address above.

In addition, Client data may be shared if required by a Government Agency.

SENSITIVE DATA

Some information is particularly sensitive (special category data). This includes information related to health issues, ethnic origins, religious beliefs, sexual orientation, and political beliefs. When you give us this information, we will keep it safe and use it within Crawley Open House or, in the case of medical information, with organisations maintaining a similar duty of confidentiality.

WHO DO WE PROVIDE YOUR INFORMATION TO?

If you are a volunteer or other supporter we may disclose your information to official agencies to enable us to make the checks that we are required to ensure the safety of our clients. We may provide information to other bodies where we have a legitimate interest in making this disclosure or where we are required to by other regulations or legislation.

EMPLOYEE AND APPLICANT RECORDS

Comprehensive personal details (including special category data) are held by Crawley Open House which are required in order for us to enter into an employment relationship. This information includes characteristics protected under the Equality Act such as age, disability and race. This information may be disclosed to our Occupational Health providers during employment and pre-employment checks. In addition, employee and applicant data may be shared with a Government Agency if they ask us to do this. We may also share information where we have a legitimate reason to do so.

HOW DO WE KEEP YOUR INFORMATION SAFE?

CLIENT DATA

We hold our client data (including special category data) on a cloud based system (In-Form) controlled by Homeless Link and Salesforce. Secure access is controlled by Crawley Open House and Homeless Link.

GENERAL DATA SECURITY

Crawley Open House holds all electronic files on a secure server and all data is backed up to a second drive within that server. Our IT support is provided by Classmaster Education.

Crawley Open House utilises hosted exchange accounts to provide secure email for staff.

SUPPLIER & CUSTOMER RECORDS

Crawley Open House holds data relating to financial and contractual arrangements with our suppliers and customers (including residents and licensees) in accordance with the contractual basis for processing such data. Data may be shared with our banks Natwest and Metro Bank to facilitate to the processing of financial transactions.

HOW LONG DO WE KEEP YOUR INFORMATION?

We will only keep your data for as long as necessary for the purpose for which it was collected. You may request access to the data we hold about you and you may request us to correct your personal data when incorrect, incomplete or out of date. If you are unhappy with our response to any of your data requests then you may contact the Information Commissioner's Office on 0303 123 1113.

DIRECT MARKETING

When you subscribe to receive further information from us you can opt out at any stage by contacting the Fundraising Team by emailing ian.wilkins@crawleyopenhouse.co.uk or posting your request our address listed earlier in this policy.