

'Hamlet Court Calling' Customer Privacy Statement – Adopted 21/5/24

This privacy notice tells you what to expect us to do with your personal information.

Our contact details: email info@hamletcourtcalling.org

What information we collect, use, and why?

We collect or use the following information for **service updates or marketing purposes** including names and contact details, marketing preferences, IP addresses, information relating to sponsorship, records of consent, where appropriate

We collect or use the following information for **research or archiving purposes** including names and contact details, IP addresses, personal information used for administration of research, personal information used for the purpose of research, records of consent, where appropriate

We collect or use the following information to **register supporters** including names and contact details, records of meetings and decisions, information relating to compliments or complaints, marketing preferences, recorded images, such as photos or videos, IP addresses, records of consent, where appropriate

Lawful bases

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are consent and legitimate interest. We are a not for profit community group acting in the public interest to regenerate the Hamlet Court Road area. Public support for this work helps to underpin its validity including with things like our relationship with the local authority and funding bids. Collecting only limited contact information is of very low risk compared to the overall public benefit that can result.

Our lawful bases for collecting or using personal information for **research or archiving purposes** are consent and legitimate interest. We are a community group acting in the public interest to regenerate the Hamlet Court Road area. Public support for this work helps to underpin its validity including with things like our relationship with the local authority and funding bids. Collecting only limited contact information is of very low risk compared to the overall public benefit that can result.

Our lawful bases for collecting or using personal information for to **register supporters** are Consent and legitimate interest. We are a community group acting in the public interest to regenerate the Hamlet Court Road area. Public support for this work helps to underpin its validity including with things like our relationship with the local authority and funding bids. Collecting only limited contact information is of very low risk compared to the overall public benefit that can result.

Where we get personal information from

People directly

How long we keep information

Information will be kept for the duration of the Hamlet Court Calling project and deleted from file within 12 months of the end of the project or from when the information becomes outdated by supporter withdrawal or upon written request.

Who we share information with

Other organisations, publicly on our website, social media or other marketing and information media (where appropriate)

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>