Woodville Centre Tel: 020 8948 1090

Woodville Road

Ham, Richmond [www.hamandpetershamsos.co.uk](http://www.hamandpetershamsos.co.uk)

TW10 7QW [enquiries@hamandpetershamsos.co.uk](mailto:enquiries@hamandpetershamsos.co.uk)

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**PRIVACY AND DATA PROTECTION POLICY**

**Privacy Statement**

Ham and Petersham SOS ("HAPSOS"), is committed to protecting and respecting your privacy. This means we will process your data fairly and lawfully in accordance with data protection and privacy laws and we will not share your data with other people unless you give your consent.

**Contacting Us**

If you have any questions or comments about this policy, please contact the Data Controller at HAPSOS, the Woodville Centre, Woodville Road, Ham TW10 7QW or via email organiser@hamandpetershamsos.co.uk

**Information we may collect from you**

We collect and use identifiable information about you when you make an enquiry, apply for membership and visit our website. This information is held on our own internal records and may include:

Your unique user id/ IP address, name, address, telephone, email address  
date of birth, gender, marital status and next of kin.

We will also ask for additional data such as GP details, any disability/ health condition, ethnicity, religion and sexual orientation and payment information when you sign up for membership.

**What the data is used for**

All data requested is used in order to provide our services to you under membership and may be shared with partners in order to provide those services and to monitor ways to make improvements.

**Sharing your data**

Your data will only be shared with our funders in order to provide your membership services and this will only be with your consent.

We will not share your personal data with third parties except in the following circumstances:

- if we have to comply with a legal obligation or enforce our terms and conditions;

- we are required to share with medical practitioners and social services for the purposes of safeguarding;

- where HAPSOS is acquired by a third party, in which case personal data held by us will be transferred with all its assets.

**How long the data is kept**

Your data will be kept for the duration of your membership. Once this ceases and you no longer use our services, your information will be anonymised and kept for statistical purposes only.

**Storing data securely**

We will take all necessary steps to implement technical and organisational measures to hold all personal data securely.

- In cases when data is stored on paper this will be in a secure filing systems accessed only by authorised personnel. Printed data will be shredded when it is no longer needed.

- Data held in electronic form will be on secure SSL (certified websites) and protected by strong passwords.

- payment information such as credit or debit card details is encrypted and protected with the following software: 128 Bit encryption on SSL.

*-* The Data Controller will approve any cloud used to store data

All staff who handle the data will be given specific training in compliance with the new data protection regulations.

- Data will be regularly backed up in line with the company’s backup procedures

- Data will never be saved directly to mobile devices such as laptops, tablets or smartphones

**Your rights**

Under the new Data Protection Act 2018 you will have the following rights over the information held about you. This includes :

- the right of access to your data within 30 days of request.

- The right to ensure your data is accurate and amend where your circumstances have changed.

- The right to have your data deleted and be forgotten.   
 Which means any third parties who process or use that data must also comply with the request.  
 An erasure request can only be refused when an exemption applies.

- the right to restrict use

- the right for your personal information to be portable

- the right to object

- the right to object to profiling and automated decision making

All requests for access should be made on reasonable notice to the Data Controller and are free of charge.

**Monitoring**

Although we take every reasonable step to protect the information that you provide, we cannot guarantee the security or accuracy of the information that we gather. If you have any questions or concerns about anything in this policy, do not hesitate to contact the Data Controller who has overall responsibility for this policy.

**Training**

All Joiners to HAPSOS will receive training as part of the induction process. This training is compulsory and will be regularly updated on each substantial change in the law or HAPSOS policy and procedure.

**Reporting breaches**

If you are not satisfied with the way your data has been handled you can lodge a complaint with the Supervisory Authority.

All members of staff have an obligation to report data protection compliance failures. This allows us to investigate the failure and take remedial steps if necessary and maintain a register of compliance failures. We will also notify the Supervisory Authority (SA) of any material compliance failures.

**Cookies Notice**

Like many other websites,we use cookies on our website. A cookie is a small piece of information placed on your computer, by a website. Our website uses 'Google Analytics' cookies, which collects data that help us understand how visitors are using the website. This information is used to help develop the website and tailor our services to you. Internet browsers normally accept cookies by default. However, it is possible to set the browser to reject cookies. For more information please visit [www.aboutcookies.org](http://www.aboutcookies.org)

**Third party cookies**

*Facebook, Twitter and LinkedIn cookies* are examples of ‘third party’ cookies on our site.   
If you click a function on our website that is associated with these parties (eg to share or tweet a piece of information), they will place cookies on your computer. We do not take responsibility for these cookies, as to make use of these functions you will have already accepted the terms and conditions of use with the relevant party.

**Video cookies**  
  
We embed videos on our site using Youtube, which sets cookies on your computer once you click on the video player. As you do not have to sign up to Youtube first in order to play these videos, you will not have accepted their terms and conditions. We do not take responsibility for these cookies; to find out more please visit Youtube’s privacy policy.

**Changes to the Policy**

This policy is current as of the effective date set forth above. We may change this policy from time to time, and if we do we’ll post any changes, including any material changes, on this page, so please be sure to check back periodically. If you continue to use HAPSOS after those changes are in effect, you agree to the revised policy.