

# Hope Gardens – Privacy Policy and Data protection

Charity No 1100868

Hope Gardens understands and respects the importance of your privacy and we are committed to safeguarding your personal information. This privacy policy outlines how Hope Gardens treats any of your personal data after it has been collected by any of our channels which includes our website and brochures.

## Lawful Basis

Hope Gardens operates under the lawful basis of “Legitimate Interests” with respect to the data processing of individual’s data. The Legitimate Interest is that we require certain personal data, e.g. full name and personal details including contact information and financial details in order to keep our supporters up to date about the work at Hope Gardens

## Who is collecting information about you?

Hope Gardens, registered charity number 1100868, The Vicarage, St Marys Road, East Molesey, KT80ST will collect information about you if you register and show interest in supporting us through our website, brochures or at an event or meeting with us.

## What information do we collect about you?

In order to provide our services to you Hope Gardens collects information about you when you donate, complete a tri fold document, or when you register an interest in supporting us.

## How will we use the information about you?

We use the information provided to us to process funds, provide news and information about the work of Hope Gardens. Where appropriate we use this to give you information about sponsored individuals.

## Sharing your information

We do not buy or sell any information we hold about you or related to you. We may disclose information to organisations who act as “data processors” on our behalf, or to other organisations that perform business functions on our behalf, some of whom are outside the UK/EEA. These functions include administration, charity management and customer care. In order to run the charity Hope Gardens has a specific donor management system, Donorfy - a purpose built cloud based SaaS platform currently based in the UK. This system integrates with our Mailchimp software which we use to create our newsletters. We regularly review our software



providers that use your personal data, with our last review carried out in January 2018. Any personal information you send to us will be treated in the strictest confidence. Please note that we do not disclose your personal information to third parties to enable them to send you direct marketing.

### **Retaining and deleting your information**

We will take all reasonable steps to ensure that the information we hold about you is kept secure. We have carried out a data audit and privacy impact assessment. Please be reassured that we have ensured that our password protection is compliant. We will only hold your personal data for as long as it is required. Please contact us using the details below if you need to request that your data is to be deleted.

### **Access to your information and correction**

You have the right to access details of the information we hold about you. To do this, you should complete the form on our website:

<https://hopegardensindia.org/privacy>.

You are able to update any information we hold about you at any time.

### **External Links**

Please note that our website occasionally contains certain literature and hyperlinks to websites owned by third parties. This privacy statement covers websites owned and controlled only by us. Links to other websites and any information collected by these sites are not covered by this privacy statement.

### **Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated on 10 May 2018.

### **How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you.

**In writing** to us at The Vicarage, St. Mary's Road, East Molesey, KT8 0ST.

**By email:** [info@hopegardensindia.org](mailto:info@hopegardensindia.org)

If you do not agree to our use of the information as set out above, you should inform us as soon as possible. For more information about your legal rights in relation to the information we hold about you, please visit the Information Commissioner's Office at [ico.org.uk](http://ico.org.uk)

Privacy policy approved by Trustees 23/5/2018.

