



Home-Start Reading

Website User's Privacy Statement

This privacy notice sets out our commitment to our website users only. Our families, volunteers, Trustees and staff are given separate privacy notices tailored to them and their personal data. We do not operate a “catch all” approach to protecting personal data.

About Home-Start

Home-Start is one of the leading family support charities in the UK. Home-Start trains volunteers and runs groups to help families cope with the challenges they face. We support parents as they improve their confidence and build better lives for their children. We provide non-judgemental and free support around the borough of Reading.

Information Commissioners Office (ICO) Registration

Home-Start Reading is registered with the Information Commissioners Office (ICO) - **Z9300941**.

Our Commitment

Home-Start Reading is committed to ensuring the security and protection of the personal data that we process, and to provide a compliant and consistent approach to protecting data. We have expanded and updated our systems to meet the requirements of the Data Protection Act 2018.

Information Audit

We carry out an annual information audit to identify and assess what personal information we hold, where it comes from, if it is still relevant, how and why it is processed and if and to whom it is disclosed. Data Protection Impact Assessments (DPIA) help us develop stringent procedures, assessment templates and rate the risk.

Policies and procedures

We work within our Data Protection Policy to meet the expected requirements and standards with regard to IT security, data retention and erasure, data breaches and third party transfers and disclosures.

Home-Start Reading has designated Sarah Smith as the Data Protection Officer and Jan Gavin as the Trustee with the Data Protection responsibility. Every staff member and volunteer receives Data Protection training as part of their induction.

WEBSITE

We are committed to safeguarding the privacy of our website visitors. By using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

Cookies

Cookies can be used by web servers to identify and track users as they navigate different pages on a website and identify users returning to a website. We use both session and persistent cookies on our website and Google Analytics to analyse the use of our website which generates statistical and other information about website use by means of cookies. The main purpose of cookie use is to enhance your experience of our website.

ONLINE FUNDRAISING

Financial Donations

All Home-Start Reading's website financial transactions are handled through our payment services provider, www.localgiving.org.uk and www.virginmoneygiving.com. You can review the provider's privacy policy on their respective websites.

Disclosing personal information

Home-Start Reading will only disclose your personal information to any of our employees insofar as reasonably necessary to the extent that we are required to do so by law, in connection with any ongoing or prospective legal proceedings, in order to establish, exercise or defend our legal rights.

Retention

Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes to the extent that we are required to do so by law.

DATA COLLECTION SYSTEM

Data Protection and security was a factor in determining which cloud based CRM system we would use. We use Charity Log and their commitment to Data Protection can be found at <https://www.charitylog.co.uk/crm-gdpr-compliance>

If you have any questions about our data processing systems, please contact Sarah Smith on sarah@home-start-reading.org.uk / 0118 956 0050 or Jan Gavin on trustees@home-start-reading.org.uk.