

## **Henry, Duke of Cleveland Charity website user privacy notice (fair processing information)**

### Introduction

This privacy notice tells you what to expect us to do with your personal information if we collect it. The charity also has a Data Protection and Privacy Policy which provides information on the collection, use and retention of personal information relating to almshouse residents. The notice covers the following areas:

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

The charity does not collect any information it does not strictly need or retain it for any longer than it needs it.

### Contact details

Address: C/o 16 Comer Terrace, Cockfield, BISHOP AUCKLAND, County Durham, DL13 5DN

Telephone: 07395132505

Email: [staindropalmshouses@gmail.com](mailto:staindropalmshouses@gmail.com)

### What information we collect, use, and why

We collect or use the following personal information for service updates or marketing purposes:

- Name
- Email address

We collect or use the following personal information for research or archiving purposes:

- Name
- Email address

We collect or use the following personal information to comply with legal requirements:

- Name
- Email address
- If appropriate other contact details

Any other personal information required to comply with legal obligations:

- Health and safety information
- Safeguarding information

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Address

Information relating to health and safety (including incident investigation details and reports and accident book records)

- Correspondence

We also collect or use the following special category information for dealing with queries, complaints or claims. This information is subject to additional protection due to its sensitive nature.

#### Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR (<https://www.gov.uk/data-protection>). You can find out more about lawful basis on the Information Commissioner's Office's (ICO) website at <https://ico.org.uk/>.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website.

**Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Read more about the right of access.

**Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.

**Your right to erasure** - You have the right to ask us to delete your personal information. Read more about the right to erasure.

**Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.

**Your right to object to processing** - You have the right to object to the processing of your personal data. Read more about the right to object to processing.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. Read more about the right to data portability.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

If you make a request, we must respond to you without undue delay and in any event within one month.

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

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information for service updates or marketing purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
- To ensure the charity provides quality, consistent and appropriate services.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for research or archiving purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.

Our legitimate interests are:

- To enable the charity to deliver appropriate services.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information to comply with legal requirements are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

The charity collects information to ensure legal compliance and for the benefit of service recipients.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

The charity is committed to learning from complaints and ensuring compliant and fair resolution.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

### Where we get personal information from

- Directly from you
- Family members or carers

### How long we keep information

Henry, Duke of Cleveland Charity will not keep personal data for longer than the purpose of the original reason for collecting it. This means that:

- Data collected to provide a service will be deleted once the service is completed unless there is a lawful basis for retaining it longer.
- One-off transactions: data is kept for the duration of the transaction.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

### Who we share information with

Others we share personal information with:

- Organisations we need to share information with for safeguarding reasons

### 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>

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