



# Houria CIC

## Privacy Policy

Your privacy is important to us.

It is Houria's policy to respect your privacy regarding any information we may collect while operating our website. In accordance with GDPR, we have developed this privacy policy in order for you to understand how we collect, use, communicate, disclose and otherwise make use of personal information. We are committed to conducting our work in accordance with these principles in order to ensure that the confidentiality of personal information is protected and maintained.

By providing us with your data, you warrant to us that you are over 13 years of age.

Houria CIC is the data controller and we are responsible for your personal data (referred to as "we", "us" or "our" in this privacy policy).

If you have any questions about this privacy notice, please contact us using the details set out below.

### Contact Details

Full name: Houria CIC  
Contact: Kim Prado, The Chief Executive  
Email address: [hello@houria.co.uk](mailto:hello@houria.co.uk)

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at [hello@houria.co.uk](mailto:hello@houria.co.uk).

## **What data is being collected?**

We collect information when you subscribe to our volunteer network, our Sister network, our newsletter or when you visit our website. This information can include your name, email address, postal address,, ethnicity and interests.

We will collect personal information by lawful and fair means and, where appropriate, with the knowledge or consent of the individual concerned.

Before or at the time of collecting personal information, we will identify the purposes for which information is being collected. We will collect and use personal information solely for fulfilling those purposes specified by us and for other ancillary purposes, unless we obtain the consent of the individual concerned or as required by law.

We will only use your personal data for a purpose it was collected for or a reasonably compatible purpose if necessary. For more information on this please email us at [hello@houria.co.uk](mailto:hello@houria.co.uk). In case we need to use your details for an unrelated new purpose we will let you know and explain the legal grounds for processing. We may process your personal data without your knowledge or consent where this is required or permitted by law.

We protect personal information by using reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.

We collect communication data, this includes any communication that you send to us whether that be through the contact form on our website, through email, text, social media messaging, social media posting or any other communication that you send us.

## **Why do we collect this data?**

We collect email addresses to send our customers, supporters, partners and beneficiaries information on our services. We use information so we can monitor which organisations use our information and to check our performance and ensure we are reaching different groups of people.

## **Data Security**

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data on our instructions and they must keep it confidential.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

## **Data Retention**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

When deciding what the correct time is to keep the data for we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

For tax purposes, the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers.

In some circumstances, we may anonymise your personal data for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

## **Your Rights**

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent.

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at [hello@houria.co.uk](mailto:hello@houria.co.uk).

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

### **Third party links**

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us by writing to us:

The Chief Executive

Houria CIC

12 Berwick Road

Easton

BS5 6NG

or by email: [complaints@houria.co.uk](mailto:complaints@houria.co.uk)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>