



Privacy Policy

At a glance

This policy sets a framework for the principles of Privacy

Who this policy applies to

This policy applies to all members of staff who work under a contract of employment with HRCT, volunteers and members of the Board, stakeholders and service users.

Policy status

This policy is owned by the Board of Trustees. It is non-contractual and may be updated or changed by the Board at any time. Colleagues are reminded that it is their responsibility to keep up to date with policy changes.

At Harry's Rainbow we value the beneficiaries we support, our staff and our volunteers. We take your privacy seriously, and as such we treat all data we receive in the strictest confidence.

We endeavour at all times to comply with the EU General Data Protection Regulation (GDPR), the Privacy and Electronic Communications Regulations (PECR) and other relevant legislation.

This policy explains how we collect and use the personal information you provide to us, and your rights in relation to that information. By using our website, any of our services, or providing us with any personal information we will assume you are agreeing to your information being used and disclosed in the ways described in this policy.

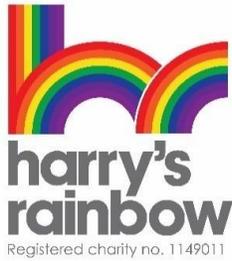
How do we collect personal information?

We collect data and process data when you:

- Complete a contact form online on our website.
- Complete a printed booking form.
- Use or view our website via your browser's cookies.

We may also receive some limited information indirectly that you provide to third party fundraising platforms such as JustGiving or Virgin Money or a ticket selling organization such as Eventbrite.

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What personal information do we collect and how do we use it?

Beneficiaries

The data collected and stored from our beneficiaries is used by Harry's Rainbow for our records and to assist us with providing, assessing and measuring the support we provide, and for administration of our activities. This information includes: -

- For the main registrant (i.e. parent/carer/guardian): name, address, date of birth, email address, telephone number.
- For the child: name, address, date of birth, ethnicity, disabilities and additional needs, school, and activities attended, support provided.
- For the deceased: name and date of birth, and sometimes the cause of death.

Where we are providing activities, we may record dates of any short break booking, transport booking details, bank account information and limited information on any additional family members attending.

Referrer

In some cases, we receive referrals for our services for potential beneficiaries who have lost a family member. This might be from a school, friend, social services, charity or other official bodies.

Information collected in these instances include:

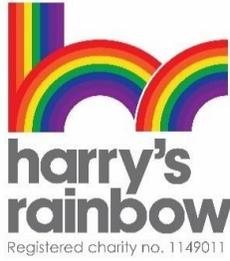
- Name, email, telephone number of potential beneficiary.
- Address, if consent given by referred.
- Additional personal details on why support is required.

Supporters (Fundraisers, Donators, Heroes, Corporate)

We are indebted to a range of people who devote their time, energy and money to supporting our charitable trust. In the course of our work with such volunteers, we hold personal information which is used to contact you regarding events you are involved in, regarding volunteering opportunities or fundraising activities, or to otherwise communicate with you regarding your support of the charity.

This information includes:

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- name, address, email, telephone number, date of birth, signature, consent disclaimer, and details on activity being undertaken.

Subscribers to our newsletters

Your data will be stored for us to contact you from time to time, providing you with updates on our work, our events and fundraising activities. This information includes:

- name, address, email, consent to receive newsletter.

School data

The support we provide extends to schools and as such we may store:

- Contact details for the school, specifically name and address, email address for main contact and telephone number.

We do not store any information or data passed on by the school unless it is a referral for a potential beneficiary, and therefore covered in the beneficiary section above.

How do we protect your personal information?

- Your data is stored electronically and in some cases on paper files.
- All data is stored in a locked cabinet and electronic files are password protected.
- This data is accessed and used by authorised persons within our organisation and is only shared outside of Harry's Rainbow if we are: providing transport or an activity provided by an external agency, making a counselling referral OR unless there is a risk of harm to the child and/or others in which case we will refer to our Safeguarding Policy.
- In some cases, we may need to share your information with external agencies who require your data to carry out a service for us, such as providing transport, trips or activities.

How long will you keep my information?

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We will not keep your personal information for any longer than is necessary for our charity's purposes or for legal requirements. We will delete your personal data 6 months after:

- a beneficiary has confirmed that they no longer wish to be supported by the charity, or
- we have not had any response from you after three attempts, either by email or telephone.

Your legal rights

Under the General Data Protection Regulation (GDPR), you have the following rights:

- the right to be informed
- the right to access your personal information
- the right to edit and update your personal information
- the right to request to have your personal information deleted
- the right to restrict processing of your personal information
- the right to data portability
- the right to object - including automated decision making and profiling
- the right to lodge a complaint with a supervisory authority

If you wish to exercise your rights, please contact us using the details below.

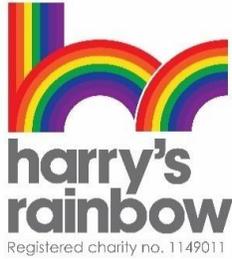
How can you access, amend or remove your personal information?

To request a copy of the information we hold about you, provide or withdraw consent, or make a complaint about how we have handled your personal data please get in touch with us.

You can email our data controller at dataprotection@harrysrainbow.co.uk or contact us at:

The Data Protection Officer
Harry's Rainbow
7 Warren Yard, Warren Park
Wolverton Mill
Milton Keynes, MK12 5NW

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We will request proof of your identity, to ensure we do not pass personal information to anyone else other than the person making the request. We will complete your request within 1 month.

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our website, we may collect information from you automatically through cookies or similar technology. For further information, visit allaboutcookies.org.

How we use Cookies

We use Google Analytics tracking cookies to collect anonymous traffic data about your use of this website.

This information is stored by Google and subject to their privacy policy, which can be viewed here: <http://www.google.com/privacy.html>.

Google Analytics collects information such as pages you visit on this site, the browser and operating system you use and time spent viewing pages.

The purpose of this information is to help us improve the site for future visitors.

The social plug-ins for Twitter and Facebook at the bottom of this page may also set or retrieve cookies on your device, if you are logged in to these websites, or have previously downloaded cookies controlled by these sites.

Privacy policies of other websites

The Harry's Rainbow website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our Privacy Policy

We may update this privacy statement from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

We may also notify you of changes to our privacy statement by email.

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