

Heritage House Data Protection Statement

Heritage House's Commitment

The purpose of this data protection statement is to explain to you how Heritage House processes the personal data that it collects or is given to us. In the context of the General Data Protection Regulation, processing has a wide interpretation and includes collection, recording, storage, alteration, restriction, erasure and destruction, among other things.

Heritage House is committed to processing all personal data it processes in a responsible and secure way that meets the requirements of UK data protection legislation. To do this we make use of appropriate technology and follow organisational procedures and do our best to ensure that our staff and volunteers understand their responsibilities about looking after your personal data.

Heritage House is the data controller because we determine the purpose for which your data is collected. When you submit your personal data to us, it becomes the responsibility of the Privacy Manager to process it lawfully and securely.

In this statement and other relevant documents, we try to be very clear as to how we process or intend to process any personal data you give us. We also attempt to explain the procedures we adhere to in order to protect your privacy. One such procedure is to issue an appropriate Privacy Notice at the time we collect your personal data. This sets out:

- What information we collect about you and why we collect it
- How that information is used
- How you can exercise your rights, such as accessing and updating the information

Why we collect your personal data and how we justify it in law

Heritage House will need to collect personal data for a variety of reasons and this will vary depending on the reason related to the person, sometimes referred to as the data subject. In all instances, we will process your personal data using one of the various lawful conditions as follows:

- Using your consent, given prior to any processing;
- To comply with our legal and contractual obligations;
- When acting in your vital interests;
- When processing is necessary for tasks in the public interest; or
- For the purposes of our legitimate interests, where we assess that this action does not over-ride your rights and freedoms as they affect the use of your personal data.

The reason we collect your personal data and against which lawful condition, will be set out in the Privacy Notice that is prepared to suit your circumstances. It will be different if you are a Day Visitor than if you are an employee. In all cases we will strive to respect our legal obligations that any personal data we collect shall be:

- Processed fairly, lawfully and transparently;
- Collected for a specified, explicit and legitimate purposes;
- Adequate, relevant and limited to what is necessary (and no more);
- Accurate and, where necessary kept up to date;
- Kept for no longer than is necessary; and
- Processed in a manner that ensures appropriate security.

Where the personal data is processed and stored

All personal data that we collect or generate, whether in hard copy form or held on an Office IT system, is processed and stored at Heritage House. The only exception to this is a financial spreadsheet which is stored and processed by the Treasurer, off-site.

Change of purpose of processing

From the outset, we state the purpose for which we collect your personal data. If this purpose is changed, we will contact you with the relevant information and take further appropriate action if required. If the basis of processing has relied on your consent, we will not act upon any change of purpose until we have re-established your consent against the new purpose. If you choose not to respond, then we take it that you have not given it to us.

How long we keep your personal data for after your involvement in Heritage House has ended

Regardless of your relationship with Heritage House, once it is clear that you are no longer involved with us and we have no lawful reason to process your personal data, we will either delete or destroy it in accordance with the schedule set out in your Privacy Notice.

Please note that Heritage House will have a legitimate interest to retain some information such as your full name, role and period of involvement, but only for the purposes of maintaining statistics. These details will not be shared with a third party unless we are legally obliged to do so.

The Heritage House website

Our website does not use cookies and does not collect any analytical data of the web browsers used to view the website.

Information about your rights

The GDPR puts much greater emphasis on transparency of processing and accountability by all parties involved in handling your personal data. It also extends the rights of individuals in respect of their personal data. It should be noted that these are qualified in so much that they do not necessarily apply in all situations. For ease of visibility, the rights are listed directly below

- Right to be informed;
- Right to access;

- Right to rectification;
- Right to erasure ('right to be forgotten');
- Right to restrict processing;
- Right to data portability;
- Right to object to processing; and
- Rights related to automated decision making and profiling.

If you have concerns regarding the handling of your personal data or you wish to exercise your rights, we ask that you contact the Privacy Manager at Heritage House in the first instance using the following contact details:

Heritage House
Mills Road
Wells-next-the-Sea
NR23 1RF

heritagedaycare@btconnect.com

Please note that we will respond in the first instance to confirm the nature of the enquiry and provide a schedule for a full response as required. If you are making a data subject access request, we may ask you for further information or documentation so that we can verify your identity before providing any information.

More details of these rights can be found on the Information Commissioner's Office (ICO) website, including guidelines on how to make a complaint, if you feel that Heritage House has fallen short of its commitment to data protection.

June 2018