

Hextol Foundation Privacy Notice



The Hextol Foundation customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Post

The Hextol Foundation, 14C Gilesgate, , HEXHAM, Northumberland, NE46 3NJ, GB

Telephone

01434605253

Email

bruce.howorth@hextol.org.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery and third party referrals:**

- Names and contact details
- Gender
- Pronoun preferences
- Addresses
- Date of birth
- Emergency contact details

- Next of kin details
- Photographs or video recordings
- Service use history
- Right to work information
- Health information (including medical conditions, test results, allergies, medical requirements and medical history)
- Dietary information (including allergies and health conditions)
- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Information about work, home and living conditions
- Information about support requirements
- Criminal offence data
- Records of meetings and decisions
- Payment details (including card or bank information for transfers and direct debits)
- Website user information (including user journeys and cookie tracking)
- Information relating to compliments or complaints

We also collect or use the following special category information to **provide services and goods, including delivery and third party referrals**. This information is subject to additional protection due to its sensitive nature:

- Religious or philosophical beliefs
- Health information

We collect or use the following information to **receive donations or funding and organise fundraising activities**:

- Names and contact details
- Addresses
- Payment or banking details
- Donation history
- Tax payer information (for Gift Aid purposes)
- Gifts in wills
- Visitors to our stores and website

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

- Names and contact details
- Addresses
- Marketing preferences
- Recorded images, such as photos or videos
- Purchase history
- Donation history
- IP addresses
- Website and app user journey information

- Records of consent, where appropriate

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

- Name
- Contact information
- Identification documents
- Financial transaction information
- Any other personal information required to comply with legal obligations
- Health and safety information
- Safeguarding information
- Criminal offence data

We collect or use the following personal information for **recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

We also collect or use the following special category information for **recruitment purposes**. This information is subject to additional protection due to its sensitive nature:

- Health information

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

- Names and contact details
- Address
- Payment details
- Account information
- Purchase or service history
- Witness statements and contact details
- Relevant information from previous investigations
- Customer or client accounts and records
- Financial transaction information
- 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:

- Health information

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. You can find out more about lawful bases on the ICO’s website.

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.
 - **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
 - **Your right to erasure** - You have the right to ask us to delete your personal information.
 - **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.
 - **Your right to object to processing** - You have the right to object to the processing of your personal data.
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- **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.
 - **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. 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.

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Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods, including delivery and third party referrals** 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.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- 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.
- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information to provide services and goods, including delivery and third party referrals:

We need to protect the physical, mental or emotional well-being of people who need extra support, or to protect them from harm or neglect (the ‘safeguarding condition’).

Our lawful bases for collecting or using personal information to **receive donations or funding and organise fundraising activities** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- 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:

- We need to collect and use information to track donations and claim gift aid

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 **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.

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

- 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.

Our lawful bases for collecting or using personal information for **recruitment 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.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- 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.

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

- **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:
 - It enables us to deal fully and fairly with a complaint, query or claim, including communicating with regulatory bodies and insurers

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
- Regulatory authorities
- Family members or carers
- Other health and care providers
- Social services
- Charities or voluntary sector organisations
- Schools, colleges, universities or other education organisations
- Publicly available sources
- Previous employers
- Any organisation referring a beneficiary to us or from whom we seek a reference

How long we keep information

The period for which we retain information will depend on the nature of the data.

- Data retained in relation to contracts will be held for the term of the contract and for 7 years after it ends
- Data held for marketing purposes will be retained until you remove your consent to us holding it
- Data held to enable us to comply with legal obligations will be held for the period required to comply with that obligation

- Data relating to donations will be retained for 7 years from the date of the donation
- Data relating to employees including payroll data will be retained for the period of their employment and 7 years after they leave
- Data relating to recruitment will be retained for 1 year from the date of the recruitment for unsuccessful applicants
- Data relating to complaints will be retained for 7 years from the closing of the complaint

Who we share information with

Joint data controllers

We have a joint controller relationship with the following:

Data processors

Cycling UK

This data processor does the following activities for us: Records details of ride participants

Tyne Rede Accountancy

This data processor does the following activities for us: Payroll processing, account preparation and examination of financial records

Others we share personal information with

- Other health providers (eg GPs and consultants)
- Insurance companies, brokers and other intermediaries
- Charities and voluntary organisations
- Care providers
- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Professional advisors
- Legal bodies or authorities
- Relevant regulatory authorities
- External auditors or inspectors
- Organisations we're legally obliged to share personal information with

How to complain

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

Email: bruce.howorth@hextol.org.uk

Telephone: 01434605253

Post: The Hextol Foundation 14C Gilesgate Hexham

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>