



# Compliments of The House

## Privacy Policy

Your privacy is important to Compliments of The House (CoTH). We are committed to safeguarding the privacy of our website visitors; this privacy statement sets out how we will treat, use and store your personal information.

### **CONTACT US**

If you have any queries about this notice please don't hesitate to get in touch or our treatment of your personal information, please write to us by email to [hello@complimentsofthehouse.org](mailto:hello@complimentsofthehouse.org) or by post to: International House, 6 Canterbury Crescent, Brixton, London SW9 7QD.

### **GDPR**

GDPR stands for General Data Protection Regulation, and is the EU law regulating the data protection and privacy of individuals in the European Union and European Economic Area. CoTH takes GDPR very seriously, please know we will do all we can to keep your data safe.

### **PERSONAL DATA COLLECTION**

Compliments of The House may collect, store and use the following kinds of personal information:

1. Information that you provide to us for the purpose of enquiring about volunteer or general charity information;
2. Information that you provide for the purpose of applying for an employment role;
3. any other information that you choose to send to us;
5. Information about your computer and about your visits to and use of this website (which may include your IP address, geographical location, browser type and version, referral source, entry page, exit page, length of visit, number of page views, route taken through this website, and similar information). This information is collected for the purpose of improving our website and communications.
6. Where at all possible we will ask for your consent before asking to collect your personal data

### **USING PERSONAL DATA**

Personal information submitted to us via our website, directly via email or post, over the telephone, in person or by any other means will be used for the purposes specified in this privacy statement or in relevant parts of the website. We may process your personal data for the reasons detailed below:

Contact forms:

Personal information provided to us via our website, email or post for the purpose of submitting our contact form will be used as appropriate. By providing us with your information, including personal data, on the online application form you will be providing your explicit consent to the collection and retention of any information you submit to our database. Personal information provided will not be shared outside our organisation without your explicit and informed consent.

Volunteer enquiries:

If you have not applied to us before and you contact us via our website, telephone, email or post to make an enquiry, the information that you provide will be held as necessary for our legitimate interests in dealing with your enquiry and analysis of enquiries received.

Donations:

Mailing list/newsletter:

Compliments of The House likes to update and inform supporters via a mailing list and newsletter. When you submit the contact form, we will ask for your consent to add you to said list. If it is granted, we may then reach out in either of these forms to keep you informed of changes or news relating to the charity. We will not add you unless explicit consent is given and you may opt out of this at any time via the email itself.

Job applicants:

Personal data submitted for the purpose of applying for an employment role at Compliments of The House will be retained for as long as we need to use it for the purpose of considering you for a vacancy. If we determine that we cannot offer you the role, we will retain your details on file for up to 6 months before securely destroying the data.

Website users:

Our website uses cookies (see cookies section below) – this data will be used to enable your use of the services available on the website and improve your browsing experience.

Other:

Any other personal information knowingly provided to us, including but not limited to the purpose of volunteering with us; taking part in an event; inquiring about making a donation; subscribing to our mailing list/newsletter; using our website; filling out contact information form; applying for a job; giving feedback or making a complaint; express interest in receiving or donating surplus food; having your photograph taken or supply a case study; or entering into a contract or agreement; will only be used for the purpose for which it was given. The data will not be kept for longer than necessary and will be destroyed securely. Your personal information will not be shared with third parties unless it is required by law, for example, for the detection or prevention of crime.

## **JUSTIFICATION**

This information is processed according to Article 6 of the General Data Protection Regulation for the following reasons:

1. the data subject has given consent to the processing of his or her personal data for one or more specific purposes, for example, via the contact form on our website for the purpose of a volunteering enquiry
2. as necessary for the performance of tasks carried out in the public interest, in this case the disbursement of funds to a variety of charitable organisations who meet Compliments of The House's charitable objectives
3. as necessary in the pursuit of the legitimate interests of the charity, for example, to acquire the information necessary to process corporate partnership enquiries
4. for compliance with legal obligations, in this case to provide full and accurate information to the Charity Commission and Companies House concerning the directors of the charity

## **PERSONAL DATA SECURITY**

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. CoTH may store all the personal data you provide on its secure cloud based services. This information is protected using both password management tools, data encryption and two-factor authentication where possible.

## **COOKIES**

'Cookies' are small files that are automatically placed on your computer, storing an anonymous unique identifier for each website visitor. CoTH may use cookies to track engagement on our website but all cookies are anonymous, and we do not use cookies to identify you personally. If you would like to opt opt, you can disable cookies in your web browser settings, or disallow cookies for specific websites.

## **RETENTION PERIOD**

Compliments of The House reserves the right to hold data related to volunteer enquiries for archive purposes, to help inform future volunteer enquiries/processes, and in order to facilitate a high standard of due diligence which will enable the charity to continue to fulfil its charitable objectives. Compliments of The House reserves the right to hold data related to unsuccessful job applications for no longer than 6 months, before all data is securely destroyed.

## **DISCLOSURES**

We may disclose information about you to any of our employees, Trustees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes as

set out in this privacy statement. We currently reserve the right to pass information provided to us by applicants to other charities.

In addition, we may disclose your personal information:

1. to the extent that we are required to do so by law;
2. in connection with any legal proceedings or prospective legal proceedings;
3. in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); and
4. to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

Except as provided in this privacy statement, we will not provide your information to third parties.

### **CROSS-BORDER DATA TRANSFERS**

Information that Compliments of The House collects may be stored and processed in and transferred between any of the countries in the EU in accordance with this privacy statement. In addition, personal information that you submit for publication on the website will be published on the internet and may be available around the world.

### **YOUR RIGHTS**

You may instruct us to provide you with any personal information we hold about you. Provision of such information will be subject to the supply of appropriate evidence of your identity.

In some circumstances you may also have the right to:

- Request that we erase any personal data held about you;
- Restrict our processing of your personal data (for example to ask to suspend the processing of personal information to establish its accuracy or the reasons for processing it);
- Data portability (i.e. to request the transfer of personal data to a third party); and
- Object to our processing of your personal data.

Requests in respect of the above should be made in writing to Compliments of The House at International House, 6 Canterbury Crescent, Brixton, London SW9 7QD. Please contact us at the same address if you have any reason to believe that information we hold about you is inaccurate. We will aim to respond to your request within one month from the date of receiving the request. Please note that we may, where legally permitted, reject any such request or limit the scope of our response (for example if, in the circumstances, the right does not apply to you).

You will not generally have to pay a fee to exercise any of your rights described above. However, we may charge a reasonable fee if you make a request to see a copy of your personal information which is clearly unfounded or excessive. Alternatively, we may refuse to comply with your request in such circumstances. We may also charge a reasonable fee if you request further copies of the data following a request. The fee will be based on the administrative costs of providing further copies.

If you have concerns about how we use your data, you have the right to complain to the Information Commissioner's Office.

### **PRIVACY STATEMENT UPDATE**

CoTH reserves the right to update this privacy statement from time-to-time, the most up to date version will always be accessible 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.

### **OTHER WEBSITES**

The website may contain links to other websites that are not under the control of and are not maintained by Compliments of The House. We are not responsible for the content or reliability of any linked websites. Compliments of The House provides these links for your convenience only but does not endorse the material on these sites.