**Ethos – Extending the Hand of Support Privacy Policy**

**Our contact details**

Name: Kevin Morris

Address: 10 Commercial Road Hereford, HR1 2BB

Phone Number: 01432 381838

E-mail:kevin@ethos.uk.com

Updated: Oct 23

**The type of personal information we collect**

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics (for example, name and contact details)
* Private information that relates to your case if accessing support e.g. medical conditions, access to benefits
* Financial Information, where appropriate to support you, we may ask for financial information e.g. bank statements

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* To access support and funding
* To enable us to make representations to external agencies on your behalf
* To support you to advocate for yourself
* To monitor who accesses our services

We may share this information with specific funders e.g. DWP, Herefordshire Council. We may also share this information with other organisations that are supporting you e.g. Vennture, Herefordshire Council, Turning Point, CAB, Hereford Food Bank.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Kevin Morris**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

**(f) We have a legitimate interest.**

**How we store your personal information**

Your information is securely stored using Salesforce CRM system.

We keep Personally Identifiable information for 7 years. We will then dispose your information by deleting your profile from Salesforce. If there are any legacy paper documents these will be shredded internally and then securely shredded by our waste disposal company.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at kevin@ethos.uk.com if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at Ethos, 10 commercial Road, Hereford HR1 2BB.

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>