

Website Privacy Notice

IMPAKT Housing & Support Website Privacy Notice

IMPAKT Housing & Support (“we,” “us,” “our,” or the “Organisation”) is committed to protecting the privacy of individuals who visit the Organisation’s websites (“Visitors”)

This Privacy Notice describes the Organisation’s information and privacy practices including how it collects, uses, shares, and secures the personal information of Website Visitors. It also advises of the rights and choices offered regarding use, access and amendment of personal data.

IMPAKT Housing & Support as Data Controller

IMPAKT Housing & Support is listed as the Data Controller for personal data collected in connection with IMPAKT Housing & Support services. IMPAKT Housing & Support will only process your personal data in accordance with applicable data protection and privacy laws.

IMPAKT Housing & Support are listed on the Information Commissioner’s Office (“ICO”) register of data controllers with registration number Z2740631.

Our Contact Details

Contact information

For the purpose of applicable data protection legislation, the Data Controller of your personal data is IMPAKT Housing & Support located in Bedfordshire, UK.

IMPAKT Housing & Support
43 Bromham Road
Bedford
MK40 2AA
01234 307040
www.impakt.org.uk
hello@impakt.org.uk

The main point of contact for data protection matters including questions regarding this Privacy Notice should be directed to the IMPAKT Housing & Support privacy team by emailing us at

Privacy@impakt.org.uk

or by writing to us at:

IMPAKT Housing & Support
Data Privacy Team
43 Bromham Road
Bedford
MK40 2AA

The type of personal information we collect and how we collect it

We currently collect and process the following information:

Directly from you

- IMPAKT Housing & Support provides a website with opportunities for individuals and organisations to engage and communicate with IMPAKT Housing & Support. Sharing personal information with IMPAKT Housing & Support via the website is entirely voluntary.
- Personal information as provided by you that we may we collect and store:
- IMPAKT Domestic Abuse Self Referral: name, email address, contact number, date of birth.
- IMPAKT Housing Self Referral: name, email address, contact number, date of birth, age.
- IMPAKT Food Contact form: name, email address

- IMPAKT Preloved Furniture Donation form: name, email address, contact number
- IMPAKT interiors Contact form: name, email address, collection address
- IMPAKT interiors workshop booking enquiry: email address
- IMPAKT Events booking enquiry: email address
- IMPAKT Volunteer form: name, email address, contact number
- IMPAKT Careers application: name, email address, address, CV
- IMPAKT Monetary Donation: name, email address, contact number, address, employment status

Indirectly from the following Sources

- IMPAKT Housing & Support uses cookies to provide your online experience and also to assess in aggregate, the ways in which people use our services.
- IMPAKT Housing & Support servers store information when you visit a IMPAKT Housing & Support website. Stored information includes the URL, IP address, browser types and language, date and time.

The lawful bases for processing this information

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

- Your Consent – we will use this where we can offer you a choice as to whether or not we collect, store, share or otherwise process your information. This will be made clear to you, and will not be done unless we have your consent. If you later want to withdraw your consent, contact IMPAKT Housing & Support at Privacy@impakt.org.uk
- Consent of Children - If the personal information collected relates to somebody under the age of 16, this privacy notice is aimed at their parent or guardian with parental responsibility, who is expected to make a decision regarding consent on their behalf.
- We have a contractual obligation – in some cases we need to collect information in order to fulfil a contract
- We have a legal obligation in some cases we need to collect information in order to fulfil our legal obligation
- We need it to perform a public task – where we are working to assist with public law we will collect your information under public interest. We will be clear about why we have to collect this information, how it will be used, who you can expect it to be shared with and why.
- We have a legitimate interest – we may collect, or otherwise process information about you which we believe will assist you when you are with us or using our services.
- It is necessary for the protection of vital interests – we may collect or share personal information where it is necessary to protect an interest which is essential for the life of the data subject or that of another natural person.

If you have any objections to these types of processing, you can contact the Data Protection Officer using the details below.

What we do with the information

How we use your personal information

We use the information directly given to us by you to provide you with the information requested; to collect or deliver products; to process an application made by you; to process donations we receive from you.

We use IP addresses to identify your approximate location, to block disruptive use, to record website traffic or to personalise the way our information is presented to you.

Sharing your personal information

We may need to share some of your information, and we will always take appropriate precautions before doing so. Where we do not **need** to share information, we will always ask for your consent. We do this to respect your right to have a control over your data, and where it is going.

Compelled Disclosure

IMPAKT Housing & Support reserves the right to use or disclose information provided if required by law, including to comply with a judicial proceeding, court order, or legal processor and / or if the Organisation reasonably believes that use or disclosure is necessary to protect the Organisation's rights. Examples of bodies who may require information from IMPAKT Housing & Support are:

- Police
- Social Services
- Early Help
- Integrated Front Door
- DWP
- HMRC
- IMPAKT Housing & Support Insurers

International transfer of information collected

There is currently no third party supplier data transfer outside of the UK.

How we store and retain your information

Our website is hosted within the UK and information shared with us is stored on our secure servers. We will only retain your personal data as long as reasonably required for you to use the Website and/or to provide you with our Services, unless a longer retention period is required or permitted by law (for example, for regulatory purposes).

Your data protection rights

Rights and Choices regarding your Personal Data

Access (Right to be informed, Right of Access)

You may access the data we hold about you at any time by contacting us directly at Privacy@impakt.org.uk

Amend (Right to Rectification)

You can contact us to update or correct any inaccuracies in your personal data

Move (Right to Data Portability)

In certain situations, your data is portable. Where the right applies, you are entitled, on request, to receive your data in a structured commonly used and machine-readable format and to have the data transferred to other Organisations.

Erase and forget (Right to Erasure)

In certain situations, for example when the data we hold about you is no longer relevant or is incorrect, you can request that we erase your data.

Object to processing (Right to Object)

You have the right to object to the processing of your personal information 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 Privacy@impakt.org.uk if you wish to make a request.

IMPAKT Housing & Support website may contain links to other websites. The information practices or the content of such other websites is governed by the privacy notices of such other websites. We encourage you to review the privacy notices of other websites to understand their information practices.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Privacy@impakt.org.uk

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

Changes to this privacy notice

IMPAKT Housing & Support may update this Privacy Notice from time to time. The most current version of this notice will be available to view on our website www.impakt.org.uk Any additional provision of personal data during your continued use of the IMPAKT Housing & Support Website will be subject to the terms of the then-current Privacy Notice.