

# **Shared Hope Privacy Policy**

## **Our Promise**

Shared Hope (SH) is a non-governmental organisation, based in the UK. SH promises to protect any personal data which is provided to it, and to hold this securely at all times. We will always seek to be transparent about how we use this data, and will not use it for any purpose which would not reasonably be expected of us in the fulfilment of our aims and objectives.

## **Your data**

SH will hold the minimum amount of personal data required to allow it to effectively meet its aims and objectives. SH exists to provide resources to individuals and groups of people who do not have the resources to meet their own needs. This includes spiritual, social, medical, educational and economic needs. In doing so, SH seeks to meet the timeless challenge laid down by Jesus Christ... "you shall love your neighbour as yourself".

The reasons for holding this personal data are...

1. to keep you informed of SH activities through newsletters, and other communications, either by email or post  
Data held for this purpose includes your name, address, telephone number(s) and email address. At different times you may receive communications from different members of the SH team and so your data may be made available to members of our team for this purpose. It may also be necessary to share your data with an email service provider, in order to improve our email communication system(s). Where this requirement arises, the sharing of your data will be for this purpose alone. We will retain your data until such time as you indicate that you no longer wish to receive communications from us.
2. to allow us to effectively administer and account for the receipt of gifts from donors, the preparation and submission of claims for gift-aid monies (where appropriate), and the payment of grants to projects.  
Data held for this purpose includes your contact details (see (1) above), the amount of donations received, and other personal data which you have provided for the purposes of making regular donations and/or to enable us to prepare and submit claims for gift aid monies. In addition, we will hold bank account details where there is a requirement to contact your bank/building society to facilitate the payment of project grants or the payment of expenses incurred by SH. Data held relating to the gift aid scheme will only be shared with HMRC and will at all times remain within the UK. We will retain this data until such time as you indicate that you no longer intend to make donations to SH under the gift aid scheme. Data held other than that related to the gift aid scheme will be retained until such time as there is no longer a requirement to retain this for the purposes of administration, accounting and record keeping.
3. to allow us to comply with UK laws, regulations and good practice.  
Data held for this purpose includes personal data related to individual Trustees.

## **Your protection – What we DO**

We ensure that there are appropriate physical and technical controls in place to protect your personal details. This means records will be protected from unauthorised access and data held on computers and peripheral equipment will be protected to an acceptable standard as required by the Information Commissioner's Office. We periodically review these provisions.

## **Your Protection – What we DO NOT do**

- (1) We do not retain or analyse data related to visits to our website, nor do we use external agencies to analyse your web activity. You retain control over any cookies which you accept when visiting this.
- (2) We do not share your personal data with any person outwith those specifically identified above
- (3) We do not use publicly available sources to keep your records up to date (eg the Post Office's National Change of Address database.). Where your contact details change, we would ask that you contact us so we can keep the data we hold up to date.

## **Your Rights**

You have the right to request a copy of the personal data we hold for you. If you wish to receive this, please email us to submit your request, enclosing proof of identity. You should send this to [info@sharedhope.org.uk](mailto:info@sharedhope.org.uk) .

You have the right to request that we cease to hold any personal data which relates to you. If it is no longer necessary to hold this data for the purpose you originally provided it for (e.g. submitting a claim for gift aid monies to HMRC,) we will remove this from our records. If you identify any amendments which require to be made to the data which we are holding for you, we shall be grateful if you can inform us so we can update our records.

## **Changes to This Policy**

We may change this Privacy Policy from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on the SH website or by direct contact. You can contact us by email at [sharedhope@outlook.com](mailto:sharedhope@outlook.com) .