



Hope and Soul Data Privacy Notice

Key details

Data Protection Officer: Graham Prosser

Policy became operational on: 5th July 2024

Next review date: 1st October 2025

Introduction

Hope and Soul is a registered charity (Reg. Charity No: 1173832) based in Arusha, Tanzania. Hope and Soul has a vision of shaping the future generation of Tanzania by eradicating poverty and developing children in a safe environment to accomplish life intentions within the family unit. We do this through enhancing the life of children in Arusha, Tanzania specifically targeting children living in single parent families, through providing education and safe housing.

This Privacy Notice explains what to expect when Hope and Soul collects and uses your personal information. It describes how, why and what personal data we collect, manage, handle and store to meet the charity's data protection standards and to comply with the law under the "GDPR".

Under the GDPR personal data must:

1. Be processed fairly and lawfully
2. Be obtained only for specific, lawful purposes
3. Be adequate, relevant and not excessive
4. Be accurate and kept up to date
5. Not be held for any longer than necessary
6. Be processed in accordance with the rights of data individuals
7. Be protected in appropriate ways and kept secure

How We Collect Personal Information

We collect personal information in the following ways:

Directly from individuals who:

- Make a decision to become a sponsor, supporter, prayer partner, member of Friends of Hope and Soul, volunteer, ambassador or fundraiser.
- Make a donation (which may be financial or non-financial).
- Contact us with enquiries, become involved or interact with Hope and Soul or Hope Prosser (concerning charitable topics)
- Attend an event (i.e. Hope and Soul Quiz Night, outreach event, fundraising event).
- Apply for a job at Hope and Soul
- Purchase Hope and Soul resources.
- Request and/or receive a copy of the Hope and Soul newsletter/magazine or any other materials from Hope and Soul or respond to our appeals.

Information may be collected in **person, over the phone, via website, by letter, email or SMS.**

From other sources:

- We may use the Royal Mail's postcode finder to check the accuracy of the address we hold.
- The individual's information may occasionally be given to us by third parties, for example fundraising sites like Just Giving. These organisations will have their own data protection and privacy policies which the individual should be aware of before signing up.

The Personal Information We Collect

- Personal identifiers such as individual's title and name.
- Contact details including postal address, post code, email and telephone number.
- Financial information such as individual's bank details, if you are supporting us financially. (We do not store bank details).
- Whether the individual is a UK taxpayer.
- Family, spouse or friends, when the individual is sponsoring jointly as part of a supporter group.
- Letters individual/s write to their sponsored person/s.
- Information individuals enter onto Hope and Soul website i.e. through 'Contact Us' page, or your request for sponsorship pack, or other hard copy forms.
- Records of individual's contact/correspondence with us, if they have contacted us.
- Very occasionally individual's date of birth for: i.e. Visa applications for Tanzania.

Hope and Soul collects only the minimum amount of personal data, which is processed for a specific purpose. We do not collect information through cookies, social media, CCTV or IP addresses.

Sensitive Personal Data

'Sensitive personal data' can include information such as your religious beliefs, health issues, race or ethnic origin, genetic data, biometric data and others. Hope and Soul does not collect 'sensitive personal data'. However, there may be rare occasions when sensitive personal data, i.e. biometric data is necessary to collect for volunteers applying for Tanzanian Visa for trips to Tanzania; Or if a sponsor provides a photograph of themselves to Hope and Soul to be passed on to their sponsored person.

Why We Collect Individual's Personal Information

We will process your personal information in accordance with this Privacy Notice and our obligations under applicable data protection laws and regulations, for one or more of the following reasons:

- To administer records of those who support the work and ministry of Hope and Soul To keep a record of your relationship with us.
- To administer your donation, purchase, enquiry or involvement.
- For the administration of the sponsorship programme. The benefits of becoming a sponsor include sending the individual information about their sponsored person, correspondence with their sponsored child or young person and notifications, responding to individual's queries and acknowledging the gifts they give. There are instances where a sponsored person departs the sponsorship programme for a number of reasons. Hope and Soul will promptly notify sponsor and reallocate a new person who is need of sponsorship.
- To provide you with information about Hope and Soul, sponsorship programme, prayer and financial needs, appeals, events, the opportunity to leave a gift in a will, news, resources, activities, overseas missions.
- To maintain our own accounts and records and to reclaim tax on Gift Aid donations, if applicable.
- To provide you with information about volunteering opportunities. To manage and coordinate our volunteers.
- To manage your communication preferences with us generally.
- To comply with applicable laws and regulations, and requests from statutory agencies.

Where Do We Store Data?

Hope and Soul stores data on secured office computers, laptops and smartphones protected by passwords and accessed only by authorised Hope and Soul staff. Hope and Soul does not store credit or debit card details.

Who We Share Data With?

We do not sell or share your data to third parties. However, we may share your personal information with trusted third parties where it is necessary, such as: to coordinate visits to our overseas projects with Hope and Soul staff; or in the case of our third party to maintain our IT systems; or to administer your donation/s with your bank.

Will your information ever go outside Europe?

If you are a sponsor of a child, young person or worker in Tanzania some of your personal data such as your first name and surname may be shared with Hope and Soul members in Tanzania to enable the operation of the sponsorship programme. i.e. to send sponsored child or young person messages. We do not share any other personal data.

How long will we keep your information?

We will only keep your personal information for as long as it is required and in accordance with statutory requirements. For example, HMRC requires that we keep a record of your name, address and Gift Aid declaration for six years from the date of your last donation. Where the information is no longer required, we will ensure that it is disposed of in a secure manner.

If you have indicated that you do not wish to hear from us in the future, we will keep the minimum information necessary to ensure we avoid contacting you any further.

The Individual's Rights

The GDPR provides a few rights of the individual, as follows:

- Right to be informed
- Right to Access
- Right to rectification
- Right to erasure; the right to be forgotten. When data no longer relevant to original purposes for processing or a data subject withdraws consent.
- Right to restriction of processing
- Right to portability
- Right to object
- Right to decision-making

How Do I request an information access report?

To request an information access report which details the information we hold about you, please send your request in writing to the Hope and Soul Data Protection Officer at the following address: H&S Data Protection Officer, 38 Keats Close, Hampshire, PO8 8LA. We will respond to your information access request within one month of receipt. It can be extended by a further two months where requests are complex or numerous.

Fees: A written request for personal information is free unless the request is 'manifestly unfounded or excessive'. For multiple requests there will be a 'reasonable fee' charged due to the increase in administrative costs.

Contact Details

If you would like to update us that your contact details have changed or change the way we communicate with you, please contact us either by:

Email: www.hopeandsoul.org.uk

Post: H&S Data Protection Officer, 38 Keats Close, Hampshire, PO8 8LA