

Privacy Notice

The Hill Street Youth and Community Centre



This notice explains how The Hill Street Youth and Community Centre uses and protects the personal information that it holds about users and visitors to its website.

This website is wholly funded and run by The Hill Street Youth and Community Centre, (HSYCC) Hill Street, Rugby, Warwickshire CV21 2NB and is registered as a Charitable Incorporated Organisation (CIO) Number 1156128.

What is personal information?

Personal information broadly means information that identifies (or which could, with other information that we hold or are likely to hold), identify a living individual.

What types of personal information might we hold about you?

We may collect and process information about you that you provide by filling in forms or by corresponding with us by telephone, email or accessing our website or social media. We may also collect responses to surveys and feedback forms, enquiries about room hire and services we offer. We may also take photographs but will always ask for your explicit permission before doing so or when sharing them.

We may hold and process any or all of the following personal information about you:

Personal details such as your name, gender, age, date of birth, contact details (your address and postcode, email address, telephone and mobile numbers), health and disability, and other non-personal information.

Why do we hold this information?

We hold this information because it is necessary for us to administer HSYCC. Without your personal information, we cannot provide the best services we can. We will only use this information to process your requests, to provide you with our services, and to provide you with information relating to our services and all other services which we think may be of interest to you.

Security

We will take reasonable precautions to prevent the loss, misuse or alteration of information you give us. We destroy all personal data in a secure manner that retains confidentiality.

Where we store your personal data

We store electronic information in password protected files that have limited access, is not shared and has the latest virus protection software which is always kept up to date. We keep back up data files securely offsite. If we keep paper copies, then they are stored securely in a locked facility with limited and controlled access.

Cookie policy we do not use cookies on the www.hillstreetcentre.org website.

Google analytics policy we do not collect visitor data through Google analytics.

Mailing List

At visitor request, we receive requests for additional information. Visitors to our site will provide their names, email address and telephone number for us to be able to make direct contact.

Online donations and Gift Aid

These are dealt with through Charity Checkout which has its own privacy notices which are on its website here <https://www.charitycheckout.co.uk/privacy/>

Links to other websites

Our website includes links to some user websites and other partners. This privacy policy only refers to this website so when you link to other websites you should read their own privacy policies.

Controlling your personal data

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us you wish this to happen.

Your rights

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please email:

rebecca@hillstreetcentre.org or write to us at the following address: HSYCC, Hill Street, Rugby, Warwickshire CV21 2NB.

Access to information

We want to make sure your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. If you believe that any information, we hold on you is inaccurate then please contact us at the above address as soon as possible. We will promptly correct any information found to be incorrect. You also have the right to have your personal data deleted.

Changes to our Privacy Policy

We keep our privacy policy under regular review, and we will place any updates on this webpage. This privacy policy was last updated on 29 March 2019.

Contact us

Please contact us if you have any questions about our privacy policy or information, we hold about you:

By email to : rebecca@hillstreetcentre.org

Or write to us at: HSYCC, Hill Street, Rugby, Warwickshire CV21 2NB.

Any Complaints

HSYCC is registered with the Information Commissioner's Office (ICO). If you are not happy with the way in which your personal information is held or processed by the HSYCC, you have the right to complain to the Information Commissioner's Office.