

## Door of Hope Privacy Notice (updated April 2023)

*Door of Hope* is a project of the charity *Beyond the Streets*.

*Beyond the Streets* is committed to protecting your privacy and using technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to our Website and governs data collection and usage. By using the *Beyond the Streets* website, you consent to the data practices described in this statement.

### Our contact details:

Address: PO Box 1676, Southampton, SO15 9DA

Phone Number: 0300 302 1122

E-mail: [office@beyondthestreets.org.uk](mailto:office@beyondthestreets.org.uk)

### What type of information we have:

The information we hold will include name, address, contact telephone numbers, email address, and records of our correspondence via email and in some cases postal and phone logs. We will also hold details of gift aid declarations and transactional records of donations for reporting and accounting purposes.

We may collect details of your visits to our website including traffic data, location data, weblogs and other communications data and the resources that you access.

To ensure the information we hold is accurate, we may contact you to check the accuracy of your contact details periodically.

### Collection of your personal information:

*Beyond the Streets* collects personally identifiable information, such as your email address, name, home or work address or telephone number, each time you are in contact with us. Most of the personal information we process is provided to us directly by you for one of the following reasons:

- 1) Signing up via one of the websites** - to receive one of our e-newsletters via our website link.
- 2) Signing up at an event** - this may be a training event, 'Whitechapel Women: Beyond the Jack the Ripper' tour, fundraising walk etc.
- 3) Contact via office@ email** - If we receive emails requesting communication.
- 4) Back-dated opt-in approval** - we completed a GDPR 'Opt-in' approval process in 2019, at which point many contacts opted into receiving ongoing communication.
- 5) Donations** - where an individual has made one or more donations; we do not need explicit permission to hold your data as there is a legal requirement to keep financial records. However, you will not be signed up to any standard communications unless you have given explicit consent. We may receive donation data from a contact directly, or via one of our donation platforms, such as Enthuse, CAF Online, Charities Trust, Stewardship, Paypal or Benevity Giving.
- 6) Contact works for an organisation** - Where an individual works for an organisation e.g. an affiliate or Beyond Support agency, we may keep contact details for individuals within the organisation

There is also information about your computer hardware and software that is automatically collected by *Beyond the Streets*. This information can include: your IP address, browser type, domain names, access times and referring Web site addresses. This information is used by *Beyond the Streets* for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the *Beyond the Streets* Website.

*Beyond the Streets* encourages you to review the privacy statements of Websites you choose to link to from our website so that you can understand how those Web sites collect, use, and share your information. *Beyond the Streets* is not responsible for the privacy statements or other content on Web sites outside of the *Beyond the Streets* Web sites.

Under the General Data Protection Regulation (GDPR), we will rely one of the following lawful bases for processing this information:

**(a) Your consent.** (You are able to remove your consent at any time by contacting [office@beyondthestreets.org.uk](mailto:office@beyondthestreets.org.uk))

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

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

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

### What we do with the information we have:

*Beyond the Streets* collects and uses your personal information for the following reasons:

- 1) To provide you with information** about our work including newsletters, events and resources, and to tailor this kind of information according to your location and expressed interests.
- 2) To process donations** that you give us and to ensure they are recorded correctly.
- 3) To keep records of your relationship with us.** For example: what events you have attended, what enquiries or complaints you have made, what areas of our work you have supported, or what resources you have ordered.
- 4) To customise the information and appeals we send** to ensure we work in the most cost-effective way and only send information which is appropriate to you.
- 5) To enhance or improve your experience** on our website. When you indicate your preferences through your use of our site, we may use this information to personalise the site to better meet your needs.

*Beyond the Streets* uses MailChimp to send regular emails. By providing us with your details you are giving the us your express permission to transfer your data to MailChimp. This data may be held outside the EEA. If you do not give this permission, then we will not be able to send emails to you. Each time you receive an email you will be able to update your preferences and subscribe or unsubscribe from regular emails via MailChimp.

*Beyond the Streets* does not sell, rent, or lease its customer lists to third parties. *Beyond the Streets* may, from time to time, contact you on behalf of external partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information is not transferred to the third party.

*Beyond the Streets* will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on *Beyond the Streets* or the site; (b) protect and defend the rights or property of *Beyond the Streets*; and, (c) act under exigent circumstances to protect the personal safety of users of *Beyond the Streets*, or the public.

### How we store your information:

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. *Beyond the Streets* will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **Security of your Personal Information**

*Beyond the Streets* secures your personal information from unauthorised access, use or disclosure. *Beyond the Streets* secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure. When personal information (such as a credit card number) is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

### **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 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 information in certain circumstances.

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

**Your right to data portability** - You have the right to ask that we transfer the 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: 0300 302 1122 **or** [office@beyondthestreets.org.uk](mailto:office@beyondthestreets.org.uk) **or** PO Box 1676, Southampton, SO15 9DA if you wish to make a request.

### **Keeping us up to date with your details and contact preferences:**

Please tell us as soon as any of your contact details change so that we can keep our records up to date. You can change the way we contact you or the kind of material we send you at any time by contacting us at [office@beyondthestreets.org.uk](mailto:office@beyondthestreets.org.uk).

You can unsubscribe from our regular emails at any time by using the 'unsubscribe' or 'change preferences' links on the email you have received.

### **Use of cookies:**

The *Beyond the Streets* Web site use "cookies" to help you personalise your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalise *Beyond the Streets* pages, or register with *Beyond the Streets* site or services, a cookie helps *Beyond the Streets* to recall your specific information on subsequent visits.

Most browsers are set to automatically accept cookies by default, but you can change this setting. For instructions on how to find and accept/reject cookies for your browser, please read its help information.

**We will review on an ongoing basis in line with our policy review schedule. Please revisit it each time that you consider giving personal data.**

*Beyond the Streets* welcomes your comments regarding this Statement of Privacy. If you believe that *Beyond the Streets* has not adhered to this Statement, please contact *Beyond the Streets* at [office@beyondthestreets.org.uk](mailto:office@beyondthestreets.org.uk).

We will use commercially reasonable efforts to promptly determine and remedy the problem.

You can also complain to the ICO if you are unhappy with how we have used your data.

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
Helpline number: 0303 123 1113