



## HACKNEY DOORWAYS

### Privacy Statement

Statement agreed by the Board of Trustees	July 2025
Statement to be reviewed by Board of Trustees	July 2027

### How we respect privacy when we deal with personal information collected by our organization

This Privacy Statement applies to information Hackney Doorways (also known as Hackney Night Shelter) (the Charity) collects about individuals who interact with our organisation. It explains what personal information we collect and how we use it. If you have any comments or questions about this notice, please contact the Director: [mark@hackneydoorways.org.uk](mailto:mark@hackneydoorways.org.uk).

#### 1. Personal data that we process

The following table explains the types of data we collect and the legal basis, under current data protection legislation, on which this data is processed.

Purpose	Data (key elements)	Basis
Registering or becoming a guest	Name, referral agency details, contact details, financial support, NI number, demographic data, current or pending court cases or bail, next of kin, GP, history with the charity, health information, immigration status, dietary requirements, housing history, employment details, risk assessment, outcome data, case notes.	Legitimate interests - it is necessary for us to read and store your information so that we can respond in the way that you would expect and to provide a safe service to you.

Volunteering with us	Name, contact details, over 18, next of kin, disability, area of interest, language, training record	Legitimate interests - it is necessary for us to read and store your information so that we can ensure you get a good volunteering experience.
Supporters and donors	Name, email address, address, records of donations	Legitimate interests – it is necessary for us to keep records of financial transactions and donors to report to HMRC and our accountants.  Consent – you agree to receive occasional updates from the Charity

## 2. How we use your data

We will only use your data, for the reasons set out in the table above.

For example, we may use your personal information to:

- Help you stay safe whilst staying as a guest of the Charity and support you in moving on to other housing.
- Ensure you get the information you need to volunteer with us and we can match you to a volunteering opportunity.

## 3. When we share your data

We will only share your data in the following circumstances:

- you have provided your explicit consent for us to pass data to a named third party;
- or where your safety and security are at risk; or
- within the Shelter to staff, volunteers and trustees of the Charity for the purpose of the effective running of the Charity and if essential for supporting guests.

## 4. How long we keep your data

We take the principle of data minimisation and removal seriously. We have internal policies in place to ensure that we only ever ask for the minimum amount of data necessary for the purpose for which it is being collected. We delete that data promptly once it is no longer required. Please contact the Director for further details from our data register.

## 5. Rights you have over your data

You have a range of rights over your data, which include the following:

- Where data processing is based on consent, you may revoke this consent at any time and we will make it as easy as possible for you to do this (for example by putting 'unsubscribe' links at the bottom of all our marketing emails).
- You have the right of access to your information and you can ask us to show you the information we have about you.
- You have the right to ask us to correct anything which you think is wrong or incomplete.

- You have the right to ask us to delete your personal data.
- Where it is possible you can ask for your information to be transferred to another provider of a similar service.
- You have the right to lodge a complaint with the Information Commissioner if you feel your rights have been infringed.

A full summary of your legal rights over your data can be found on the Information Commissioner's website: <https://ico.org.uk/for-the-public/>

If you would like more information about the rights listed above, or any other legal rights you have over your data under current legislation, please get in touch with the Director.

Please note that relying on some of these rights, such as the right to deleting your data, will make it impossible for us to continue to deliver some services to you.

However, where possible we will always try to allow the maximum access to your rights while continuing to deliver as many services to you as possible.

## **6. Cookies & usage tracking**

A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. We only use Strictly Necessary cookies on our website. These cookies are essential for our website to be able to operate or to provide you with a service you have requested. Your consent is therefore not required for us to use them.

## **7. Modifications**

We may modify this Privacy Statement from time to time and will publish the most current version on our website. If a modification meaningfully reduces your rights, we will notify people whose personal data we hold and are affected.