

# Privacy Policy



At HertsHelp we collect and use your personal information to help solve your problems, improve our services and tackle wider issues in society that affect people's lives.

We only ask for the information we need. We always let you decide what you're comfortable telling us, explain why we need it and treat it as confidential.

When we record and use your personal information we:

- only access it when we have a good reason
- only share what is necessary and relevant
- don't sell it to anyone

We collect and use the details you give us so we can help you. We have a 'legitimate interest' to do this under data protection law. This means it lets us carry out our aims and goals as an organisation. We'll always explain how we use your information.

At times we might use or share your information without your permission. If we do, we'll always make sure there's a legal basis for it. This could include situations where we have to use or share your information:

- to comply with the law - for example, if a court orders us to share information. This is called 'legal obligation'
- to protect someone's life - for example, sharing information with a paramedic if a client was unwell at our office. This is called 'vital interests'
- to carry out our legitimate aims and goals as a charity - for example, to create statistics for our national research. This is called 'legitimate interests'
- for us to carry out a task where we're meeting the aims of a public body in the public interest - for example, delivering a government or local authority service. This is called 'public task'
- to carry out a contract we have with you - for example, if you're an employee we might need to store your bank details so we can pay you. This is called 'contract'

- to defend our legal rights - for example, sharing information with our legal advisors if there was a complaint that we gave the wrong advice

We handle and store your personal information in line with the law - including the UK General Data Protection Regulation and the Data Protection Act 2018.

**This information covers how we, as a service, handle your information.**

### **What choices do I have about giving HertsHelp my personal information?**

We are asking you to give us your permission to store your personal information either on paper or on our CharityLog computer system. This will allow us to provide a service for you that is both safe and appropriate. Depending on your situation, we will also ask for your consent to share information about you with other organisations that will help in providing support for you. We will tell you what information we would like to share and why.

You can decide that you do not want your personal information to be shared or used at all, or you can tell us if there is only some information you would like to be used.

### **How does the HertsHelp Service use my personal information?**

The main reason we need to know information about you is so that we can ensure we provide the best service and you receive the right support. We also use information to improve the quality of our services, plan new services and to investigate any concerns or complaints you might have about us. We will not use the personal information you have given for marketing purposes or to ask you for a donation.

### **Is my information confidential and secure?**

Yes. Personal information, whether it is held on paper or on a computer system, is kept secure. Only staff who are providing you with a service are allowed to see that information. Very rarely, and only if we are concerned about your safety or the safety of people around you, we may pass on details about you without asking you, to the police or local social services to ensure that you are properly protected.

### **Can I see the information HertsHelp holds about me?**

Yes. You have the right to see or obtain copies of your personal information. You may wish to ask us to update or correct certain details. If you would like to make an enquiry

about your personal information, please email us: [admin@hertshelp.net](mailto:admin@hertshelp.net) or call us on telephone: 0300 123 404.

## **Who are HertsHelp?**

HertsHelp is a partnership service designed to support resident of Hertfordshire to access all of the support they need to meet their needs, the service is delivered by Hertfordshire Advice Providers Partnership consisting of Citizens Advice Stevenage and Age UK Hertfordshire. By using the HertsHelp service and consenting to the storing or your data you consent to your data being shared with Citizens Advice Stevenage and Age UK Hertfordshire for the purposes of supporting you in line with the guidance above.

You can check the [main Citizens Advice policy](#) for how they handle most of your personal information.

You can check the [Age UK Hertfordshire | Privacy Notice](#) for how they handle most of your personal information.

## **How HertsHelp collect your data**

We collect your data when you make contact with our service or a partner refers you to our service.

## **What HertsHelp ask for**

We'll only ask for information that's relevant to your problem. Depending on what you want help with, this might include:

- your name and contact details - so we can keep in touch with you about your case
- personal information - for example about family, work, or financial circumstances, or if you're vulnerable or at risk of harm
- details about services you get that are causing you problems - like energy or post
- details of items or services you've bought and traders you've dealt with
- information like your gender, ethnicity or sexual orientation

We occasionally ask for details about someone else like a neighbour or your partner so we can deal with an enquiry. We'll only do this if we have a legitimate interest in the information, or we need it to protect someone's life.

If you don't want to give us certain information, you don't have to. For example, if you want to stay anonymous we'll only record information about your problem and make sure you're not identified.

We'll always ask for your consent to store information about your:

- health conditions
- ethnic origin
- religion
- trade union membership
- sexual orientation

You can withdraw your consent at any time. Contact us and tell us what personal information you don't want us to store - we'll delete it.

We might ask your permission to contact you later with an online survey about your experience getting help from us.

## **How HertsHelp use your information**

The main reason we ask for your information is to help solve your problem. We only access your information for other reasons if we really need to. Data protection law lets us do this as long as we either get your consent or we have a legitimate interest. For example we have a legitimate interest to access your data:

- for training and quality purposes
- to investigate complaints
- to get feedback from you about our services
- to help us improve our services

All staff accessing data have had data protection training to make sure your information is handled sensitively and securely.

## **Working on your behalf**

When you give us authority to connect you to another service, we'll need to share information with that third party.

## **How HertsHelp stores your information**

Your information is stored in our CRM Charity log.

## **How HertsHelp share your information**

When we share information with other services we will always get your consent.

## **Contact HertsHelp about your information**

If you have any questions about how your information is collected or used, you can contact us.

You can contact us to:

- find out what personal information we hold about you
- correct your information if it's wrong, out of date or incomplete
- request we delete your information
- ask us to limit what we do with your data - for example, ask us not to share it if you haven't asked us already
- ask us to give you a copy of the data we hold in a format you can use to transfer it to another service
- ask us stop using your information

## **Who's responsible for looking after your personal information**

HertsHelp operate a system called Charitylog to keep your personal information safe. Age UK Hertfordshire and Citizens Advice Stevenage are 'joint data controllers' for your personal information that's stored in our system.

You can [find out more about your data rights on the Information Commissioner's website](#).