



Data Protection Policy

Privacy Notice

Operation Hope is committed to protecting all information that we handle about individuals, and to respecting people's rights around how their information is handled. This notice explains our responsibilities.

We process personal data in order to:

- Maintain our list of supporters
- Provide services to the community
- Safeguard children and vulnerable adults
- Recruit, train, support and manage staff and volunteers
- Maintain our accounts and records, including Gift Aid information
- Promote the work of the charity via social media (Facebook) and our website
- Communicate with supporters directly about events and issues of importance concerning the charity
- Maintain a prayer list

Under the GDPR regulations, you have the rights to:

- Be informed about what data Operation Hope is collecting and why, how long we will hold it for and how to access it, correct it, or have it deleted
- Have access to all your data held by Operation Hope
- Have any inaccuracies in your data held by Operation Hope corrected
- Have any of your data held by Operation Hope erased
- Restrict processing of your data held by Operation Hope
- Restrict portability (passing on) of your data held by Operation Hope
- Object to your data being used for direct marketing, research or statistical purposes, or in pursuit of a particular legitimate interest of Operation Hope

- Withdraw previously given consent
- Refuse to allow your data to be used in any automated decision-making process

The body responsible for ensuring that we comply with our legal obligations are the Trustees of Operation Hope.

The Data Protection Officer is Stephen Pilkington. All enquiries regarding data protection, privacy and your rights as outlined above, can be made to Stephen Pilkington using the following email address: steve@operationhope.co.uk

Using our Website

Operation Hope doesn't capture and store any personal information about individuals who access this Web site, except where you voluntarily choose to give us your personal details via e-mail, or by enquiring about any of our services or activities.

In these latter cases, the personal information you give us is used exclusively by Operation Hope for providing you with current and future information about our services and activities and any other services described in this Web site.

We don't pass any of your personal data to outside organisations and/or individuals, except with your express consent.

Operation Hope only monitors the IP addresses of visitors to assess which pages are the most popular. These IP addresses aren't linked to any personal data so that visitors to our site remain anonymous. Statcounter, one of our third-party webservice provider does make use of cookies, see below.

Operation Hope makes use of third-party webservice providers which have their own privacy and data-protection policies:

Aidaform - Provision of Contact Form processing and handling services
(<https://aidaform.com/privacy-policy.html>)

Mailchimp - Email marketing services (<https://mailchimp.com/legal/privacy/>)

Statcounter - Provision of real-time web analytics service
(<https://statcounter.com/about/legal/#privacy>)

Refuse Statcounter.com Analytics Cookies - Statcounter makes use of cookies for analytics purposes only. A cookie is a small file of letters and numbers that is transferred to your computer or device. You can choose to opt-out or refuse statcounter cookies. (<https://statcounter.com/about/set-refusal-cookie/>)

Approval and Review

Prepared 4th September 2021 (Issue 1)

Updated 26th May 2022 (Issue 2)

Issue 3 (January 2025)

Approval By:

Trustee Board

Date:

January 2025

Next Review Date:

January 2027