



Growing Hope |  
Registered charity 1176358

Growing Hope, 390 Caledonian Road,  
London, N1 1DN | 07519 965200  
info@growinghope.org.uk

## Privacy Notice

Growing Hope is committed to protecting the privacy and confidentiality of individuals who use our therapy services, our supporters and our staff and volunteers. This Privacy Notice outlines how we collect, use, disclose, and protect your personal information.

### Types of Information Collected:

#### We may collect the following types of personal information:

For service users: Name, contact details, demographic information, health information, and any other information necessary to provide our services.

For supporters/donors: Name, contact details, payment information, donation history, and any other information provided voluntarily.

For staff and volunteers: Name, contact details, employment/volunteer history, qualifications, and any other information necessary for recruitment and management.

#### How Information is Collected:

We collect personal information through various channels, including:

- Service users: Referral forms, assessments, and interactions with our staff.
- Supporters/donors: Donation forms on our website, in-person donations, and communications with our fundraising team.
- Staff and volunteers: Job applications, resumes, interviews, and ongoing communications during employment or volunteering.

#### Purpose of Information Collection:

Personal information is collected for the following purposes:

- Providing services to children and families in need.
- Processing donations and gift aid forms.
- Managing staff and volunteer recruitment, training, and performance.
- Keeping supporters informed about our activities, events, and campaigns.

#### Legal Basis for Processing:

We process personal information based on:

- Legitimate interests will be used as the lawful basis to share the Personal Data of trustees, volunteers, freelancers and staff for the purpose of carrying out a business function. This includes in recruiting and interviewing for potential individuals to fill the roles above.



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- Consent will be used as the lawful basis for sharing the Personal Data for children, young people and families accessing the Therapy Services. This consent will be given at the point of completing an online referral form.
- Legitimate interests will be used as the lawful basis for sharing the Personal Data of supporters of Growing Hope or local clinics

For Special Category Data:

- Employee health data: This is shared under the Article 6 lawful basis of legitimate interests for business purposes. The Article 9 condition for sharing this data is employment, social security and social protection law. This may include sickness records, maternity records, making reasonable adjustments for employees' work, and occupational health referrals. An appropriate policy document applies to the sharing of this data.
- Information about race, disability, gender and religious beliefs of employees, volunteers, trustees, service users or freelancers: This is shared under the Article 6 lawful basis of legitimate interests for business purposes. The Article 9 condition for sharing this data is Article 9(2)(d) not-for-profit bodies.

#### **Data Sharing and Disclosure:**

We may share personal information with third parties, including:

- Service providers assisting with program delivery and fundraising activities.
- Regulatory authorities to comply with legal obligations.
- Other organizations with consent or as required by law.

**Data sharing between Growing Hope (national charity), the Local Growing Hope and the local Church who enter into a legal collaboration agreement when a local charity is set up:**

#### **Processing Activities**

Growing Hope will:

- Share data with the Local Charity which enables the collaboration agreement to be carried out, such as, sharing referral personal data where Growing Hope have supported the collection of this data on the instruction of the Local Charity.



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- Share data analysis with the Local Charity in order to support the process of fundraising.
- Share data with regards to general enquires, applications and interview tasks for employment, freelance engagement or volunteering.
- Share data with regards to supporters who have expressed interest in the Local Charity with the Local Charity.

The Local Charity will:

- Share Personal Data with Growing Hope for the purposes of families accessing training or support services.
- Share Personal Data with the Church for the purpose of supporting families to access Church activities.

The Church will:

- Share Personal Data with the Local Charity following general enquiries about the Therapy Services.
- Share information with the Local Charity for the purposes of working together, raising concerns and enabling the Therapy Services to run.
- Share information with the Growing Hope with regards to processes, policies and procedures necessary for building and facility use for this Agreement.

#### **Data Retention:**

We retain personal information for as long as necessary to fulfil the purposes outlined in this privacy notice or as required by law. Donation and service user records may be retained for financial reporting, auditing, and compliance purposes.

#### **Security Measures:**

We implement appropriate security measures to protect personal information from unauthorized access, disclosure, alteration, or destruction. These measures include encryption, access controls, and staff training on data protection.

#### **Individual Rights:**

Individuals have the following rights regarding their personal information:

- Right to access, rectify, erase, or restrict processing of personal information.
- Right to withdraw consent for processing personal information.
- Right to data portability (where applicable).



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**Contact Information:**

For inquiries or concerns regarding privacy practices, please contact us at:  
info@growinghope.org.uk

**Changes to the Privacy Notice:**

We may update this privacy notice periodically. Any material changes will be communicated through our website or other appropriate channels.

**Consent:**

By using our services, donating to Growing Hope, or providing personal information as staff or volunteers, individuals consent to the collection, use, and disclosure of their information as outlined in this privacy notice.

We do not knowingly collect personal information from children under the age of 13 without parental consent.

**Jurisdiction-Specific Information:**

This privacy notice applies to personal information collected by Growing Hope regardless of the individual's location.

**Accessibility:**

This privacy notice is easily accessible on our website and can be provided in alternative formats upon request.

**Compliance Statements:**

Growing Hope is committed to complying with relevant privacy laws and regulations, including the General Data Protection Regulation (GDPR) and the Children's Online Privacy Protection Act (COPPA).

**Opt-Out Options:**

We do not knowingly collect personal information from children under the age of 13 without parental consent.

**Effective date:**

1<sup>st</sup> March 2024