

## How we use your information

This privacy notice tells you what to expect when the Place for Hope collects personal information. It applies to information we collect about:

[Visitors to our website](#)

[People who sign up to our Peacemakers Network mailing list / e-newsletter](#)

[People who contact us via social media](#)

[People who use Place for Hope support](#)

[People who use Place for Hope training](#)

[People who volunteer with Place for Hope](#)

[People who Place for Hope contracts to supply specific services](#)

[People who apply for jobs with Place for Hope](#)

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The document also contains information about:

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## Visitors to our website

When someone visits [www.placeforhope.org.uk](http://www.placeforhope.org.uk) we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

## Use of cookies

You can read more about how we use cookies on our cookies page [in development].

## People who sign up to our Peacemakers Network mailing list / e-newsletter

### E-newsletter

We use a third-party provider, Mailchimp, to deliver our monthly e-newsletters. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [Mailchimp's privacy policy](#).

### Information we process

Place for Hope processes your personal information if you sign up to join the mailing list for the purpose of keeping you informed about our news, work and events. Place for Hope holds contact details, job role and in some cases faith affiliation provided by you on the online sign up form or by signing up at events. This helps us to tailor our e-newsletter and deliver our [purposes as a registered charity](#). This personal information will be retained by Place for Hope until you chose to opt out of receiving the e-newsletter, after which both manual and electronic copies will be destroyed, unless we seek and receive consent to retain them for another purpose.

## People who contact us via social media

We use a third-party provider, Hootsuite, to manage our social media interactions.

If you send us a private or direct message via social media the message will be stored by Hootsuite for three months. It will not be shared with any other organisations.

## People who use Place for Hope support

Place for Hope offers various [support services](#) to the public. You can contact us about this via phone, email and in person. We have to hold your personal information if you contact us about support services in order to provide them. This information includes contact details, job role and in some cases faith affiliation provided by you during the initial enquiry. We may also hold contact details and job role of relevant parties involved in the support case. However, we only use these details to provide the service you have requested, to deliver our [purposes as a registered charity](#), and for other closely related purposes. Place for Hope will review every 5 years whether it is still important for delivering our purposes to continue to hold your information. You can ask us to erase it at any time. Both manual and electronic copies will be destroyed at the time of erasure.

Confidentiality would not apply where we are legally required to disclose or report specific matters should they arise in the course of our work (e.g. safeguarding). We provide anonymous

statistical information to our funders and, with your permission, use quotes from feedback in our marketing and promotional material.

## People who use Place for Hope training

Place for Hope offers [training](#) to the public. We have to hold your personal information if you have requested training in order to provide it. This may include faith affiliation. However, we only use these details to provide the training you have requested, to deliver our [purposes as a registered charity](#), and for other closely related purposes. For example, we may contact people who have received training to let them know about a similar training course. We may also provide anonymous statistical information to our funders about participation in our training.

Place for Hope will review every 5 years whether it is still important for delivering our purposes to continue to hold your information. You can ask us to erase it at any time. Both manual and electronic copies will be destroyed at the time of erasure.

We use a third-party provider, Stripe, to manage the payments for some of our courses. You can read [Stripe's privacy policy](#).

## People who volunteer with Place for Hope

Place for Hope processes the personal information provided by volunteers, including Practitioners and trustees, for a variety of purposes including recruitment, maintaining personnel files, payment of expenses and the delivery of support services. This information includes contact details, other personnel information and faith affiliation. This helps us deploy volunteers most effectively in delivering support services and managing the charity. Place for Hope also processes information about volunteers' recruitment, training, certification and involvement in delivery of support services. Place for Hope contracts with all its volunteers through signed agreements, which include details of how we use personal information. Place for Hope shares Practitioner's personal information with clients and supervisors where necessary for delivery of Place for Hope's services. Personal information will be retained by Place for Hope for six years after someone ceases to volunteer for Place for Hope, after which both manual and electronic copies will be destroyed.

## People who Place for Hope contracts to supply specific services

Place for Hope processes personal information, including contact and other details, provided by those who it contracts to provide various kinds of consultancy support to deliver our [purposes as a registered charity](#), and for other closely related purposes. This personal information will be retained by Place for Hope until the end of the consultancy arrangement, after which both manual and electronic copies will be destroyed, unless we seek and receive consent from you to retain them for another purpose.

## People who apply for jobs with Place for Hope

Place for Hope processes the personal information provided by job applicants for the purpose of recruitment. This information includes contact details, qualifications, employment details, and sometimes faith affiliation. It is necessary to hold this information to facilitate the selection process. Successful applicants will enter into a contract with Place for Hope and their information processed as employees. The personal information provided by unsuccessful applicants will be retained by Place for Hope for six months after the successful appointment of a candidate, after which both manual and electronic copies will be destroyed.

## Place for Hope employees

Place for Hope is the data controller and the person with responsibility for data protection compliance is the Director.

Place for Hope collects and processes personal data relating to our employees to manage the employment relationship. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

## What information does Place for Hope collect?

We collect and processes a range of information about you. This may include:

- your name, address and contact details, including email address and telephone number, date of birth and gender;
- the terms and conditions of your employment;
- details of your qualifications, skills, experience and employment history, including start and end dates, with previous employers and with the organisation;
- information about your remuneration, including entitlement to benefits such as pensions or insurance cover;
- details of your bank account and national insurance number;
- information about your nationality and entitlement to work in the UK;
- information about your criminal record;
- details of your schedule (days of work and working hours) and attendance at work;
- details of periods of leave taken by you, including holiday, sickness absence, family leave and sabbaticals, and the reasons for the leave;
- details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence;

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- assessments of your performance, including appraisals, performance reviews and ratings, training you have participated in, performance improvement plans and related correspondence;
- information about medical or health conditions, including whether or not you have a disability for which the organisation needs to make reasonable adjustments;
- information about your faith affiliation.

We collect this information in a variety of ways. For example, data is collected through application forms; obtained from your passport or other identity documents such as your driving licence; from forms completed by you at the start of or during employment; from correspondence with you; or through interviews, meetings or other assessments.

In some cases we collect personal data about you from third parties, such as references supplied by former employers or information from criminal records checks permitted by law.

Data is stored in a range of different places, including in your personnel file, in our HR management systems and in other IT systems (including our email system).

### Why does Place for Hope process personal data?

We need to process data to enter into an employment contract with you and to meet our obligations under your employment contract. For example, we need to process your data to provide you with an employment contract, to pay you in accordance with your employment contract and to administer benefit and pension entitlements.

In some cases, we need to process data to ensure that we are complying with our legal obligations. For example, we are required to check an employee's entitlement to work in the UK, to deduct tax, to comply with health and safety laws and to enable employees to take periods of leave to which they are entitled. For certain positions, it may be necessary to carry out criminal records checks to ensure that individuals are permitted to undertake the role in question.

In other cases, we have a legitimate interest in processing personal data before, during and after the end of the employment relationship. Processing employee data allows Place for Hope to:

- run recruitment and promotion processes;
- maintain accurate and up-to-date employment records and contact details and records of employee contractual and statutory rights;
- operate and keep a record of disciplinary and grievance processes, to ensure acceptable conduct within the workplace;
- operate and keep a record of employee performance and related processes, to plan for career development, and for succession planning and workforce management purposes;

- operate and keep a record of absence and absence management procedures, to allow effective workforce management and ensure that employees are receiving the pay or other benefits to which they are entitled;
- obtain occupational health advice, to ensure that it complies with duties in relation to individuals with disabilities, meet its obligations under health and safety law, and ensure that employees are receiving the pay or other benefits to which they are entitled;
- operate and keep a record of other types of leave (including maternity, paternity, adoption, parental and shared parental leave), to allow effective workforce management, to ensure that the organisation complies with duties in relation to leave entitlement, and to ensure that employees are receiving the pay or other benefits to which they are entitled;
- ensure effective general HR and business administration;
- provide references on request for current or former employees;
- respond to and defend against legal claims; and
- maintain and promote equality in the workplace.

Where Place for Hope relies on legitimate interests as a reason for processing data, we have considered whether or not those interests are overridden by the rights and freedoms of employees or workers and have concluded that they are not.

Some special categories of personal data, such as information about health or medical conditions, is processed to carry out employment law obligations (such as those in relation to employees with disabilities and for health and safety purposes and processing may also be necessary for the purposes of preventive or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis. This will be the case when managing ill health or carrying out Occupational Health assessments).

We need to process information about faith affiliation for jobs which require the post holder to be a member of a faith community in accordance with the Equality Act. In other instances, employees are entirely free to decide whether to provide such data, on application forms or subsequently, and there are no consequences of failing to do so.

### Who has access to data?

Your information will be shared internally, including with members of the HR and recruitment team (including payroll), your line manager, managers in the business area in which you work and IT staff if access to the data is necessary for performance of their roles.

Place for Hope may share your data with third parties in order to obtain pre-employment references from other employers and obtain necessary criminal records checks from the Disclosure and Barring Service.

We also share your data with third parties that process data on our behalf, predominantly in connection with payroll and the provision of benefits.

## For how long does Place for Hope keep data?

We will hold your personal data for the duration of your employment. The periods for which your data is held after the end of employment are:

- a. Payroll, salary, benefit data – 7 years
- b. Maternity, paternity pay records – 3 years
- c. Criminal record checks – deleted promptly
- d. Personal files – retained 10 years after the staff member has left
- e. Finance Records – retained 7 years
- f. Personnel Records – full personnel file – held for full duration of employment. Certain records held for a number of years after the staff member has left. For example:
  - Health and safety records – up to 10 years or more depending on the type of record.
  - Any records which may be required to prepare for, or defend, a legal claim.

After the above periods, both manual and electronic records shall be destroyed securely.

## What if you do not provide personal data?

You have some obligations under your employment contract to provide Place for Hope with data. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith. You may also have to provide Place for Hope with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the data may mean that you are unable to exercise your statutory rights.

Certain information, such as contact details, your right to work in the UK and payment details, have to be provided to enable Place for Hope to enter a contract of employment with you. If you do not provide other information, this will hinder our ability to administer the rights and obligations arising as a result of the employment relationship efficiently.

## Policy review

This policy will be reviewed every two years.

## Complaints or queries

Place for Hope tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of

information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

If you want to make a complaint about the way we have processed your personal information, you can contact us by emailing: [info@placeforhope.org.uk](mailto:info@placeforhope.org.uk).

## Access to personal information

Place for Hope tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'Subject Access Request' under the GDPR. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

A Subject Access Request can be made by emailing [info@placeforhope.org.uk](mailto:info@placeforhope.org.uk). We will normally respond to such a request within one month.

## Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

## Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 23 May 2018.

## How to contact us

If you want to request information about our privacy policy you can email us at: [info@placeforhope.org.uk](mailto:info@placeforhope.org.uk) or write to:

Place for Hope  
272 Bath Street  
Glasgow  
G2 4JR