

Privacy Notice Home-Start Watford and Three Rivers, also operating in Hertsmere

At Home-Start Watford and Three Rivers, also operating in Hertsmere, we are committed to protecting and respecting your privacy.

This Privacy Notice explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, how we keep it safe and secure and your rights and choices in relation to your information.

Any questions regarding this notice and our privacy practices should be sent by email to enquiries@home-startwatford.org.uk or by writing **Home-Start Watford & Three Rivers**, Home-Start Watford and Three Rivers, also operating in Hertsmere, The Lord-Lieutenant's Charity Hub, 6 Hercules Way, Leavesden, Watford, WD25 7GS Alternatively, you can telephone 01923 248010.

- Who are we?
- The personal data we collect from you, how we collect and how we use it depending on your relationship with Home-Start Watford and Three Rivers, also operating in Hertsmere, please see the Appendix below which applies to you
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Who are we?

Home-Start Watford and Three Rivers, also operating in Hertsmere is committed to protecting your personal information and to being transparent about what information we hold. Home-Start Watford and Three Rivers, also operating in Hertsmere understands its obligations to you to help you understand how and why we process your personal data. We will only do so in accordance with all applicable UK data protection legislation, including the General Data Protection Regulation. In this notice 'Home-Start', 'we', 'us' or 'our' means:

- Home-Start Watford and Three Rivers, also operating in Hertsmere is a charitable company limited by guarantee.
- Company no. 5385393
- Charity no. 1108847
- Registered office: The Lord-Lieutenant's Charity Hub, 6 Hercules Way, Leavesden, Watford, WD25 7GS. Alternatively, you can telephone 01923 248010.

We are registered with the Information Commissioner. Our registration number is: Z9223039.

The personal data we collect from you, how we collect and how we use it

- APPENDIX 1 – Privacy Notice for employees, trustees, volunteers and job applicants
- APPENDIX 2 – Privacy Notice for volunteers
- APPENDIX 3 – Privacy Notice for families using our services

Your Rights

Under UK data protection law, you have certain rights over the personal information that we hold about you. Here is a summary of the rights that are likely to apply to you when we are processing your personal information:

Right of access

You have a right to request access to the personal data that we hold about you.

You also have the right to request a copy of the information we hold about you, and we will provide you with this unless legal exceptions apply.

If you want to access your information, please contact the address provided below, telephone or e-mail

Right to have your inaccurate personal information corrected

You have the right to have inaccurate or incomplete information we hold about you corrected. The accuracy of your information is important to us so we're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or if you believe any of the other information, we hold is inaccurate or out of date, please contact us via email, telephone or post (see below).

Right to restrict use

You have a right to ask us to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy, or we're not lawfully allowed to use it.

Right of erasure

You may ask us to delete some or all of your personal information and in certain cases, and subject to certain exceptions; we will do so as far as we are required to by law. In many cases, we will anonymise that information, rather than delete it.

Right for your personal information to be portable

If we are processing your personal information

- (1) based on your consent, or in order to enter into or carry out a contract with you, and
- (2) the processing is being done by automated means, for example, when you shop from our website, you may ask us to provide it to you or another service provider in a machine-readable format.

Right to object

You have the right to object to processing where we are using your personal information based on legitimate interests, (or for statistical/research purposes). In these circumstances we will consider your request against our legitimate reasons for continuing to process your information.

You have an absolute right to object to direct marketing. If you wish to opt-out of receiving marketing materials from us at any time, please contact the address below.

If you want to exercise any of the above rights, please contact us. We may be required to ask for further information and/or evidence of identity. We will endeavour to respond fully to all requests within one month of receipt of your request, however if we are unable to do so we will contact you with reasons for the delay.

Please note that exceptions apply to a number of these rights, and not all rights will be applicable in all circumstances. For more details we recommend you consult the guidance published by the UK's [Information Commissioner's Office](#).

Keeping your information safe

When you give us personal information, we take steps to ensure that appropriate technical and organisational controls are in place to protect it, such as Firewalls, anti-virus protection and encryption. Home-Start Watford & Three Rivers, also operating in Hertsmere has developed a set of security policies that include device security, authentication requirements, acceptable usage of resources, data storage requirements. We undertake regular reviews of who has access to information that we hold to ensure that your info is only accessible by appropriately trained staff, volunteers and contractors.

Where Home Start UK engages third parties to process personal data on our behalf, those third parties do so on the basis of our written instructions to them; are under a duty of confidentiality; and are obliged to implement appropriate technical and organisational measures to ensure the security of data. They are also not allowed to use your personal data for their own purposes.

Home Start UK has in place procedures to deal with any suspected data security breach and will notify you and the Information Commissioner's Office of a personal data breach when legally required to do so.

Keeping your information up to date

We take reasonable steps to ensure your information is accurate and up to date. Where possible we use publicly available sources to identify deceased records or whether you have changed address. We really appreciate it if you let us know when your contact details change.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Vulnerable circumstances

We are committed to protecting vulnerable supporters, customers and volunteers, and appreciate that additional care may be needed when we use their personal information. In recognition of this, we observe good practice guidelines in our interactions with vulnerable people.

Changes to this notice

Any changes we may make to this notice in the future will be posted on this website so please check this page occasionally to ensure that you are happy with any changes. If we make any significant changes, we will make this clear on this website.

Review of this Privacy notice

We keep this notice under regular review. This notice was last updated in September 2025.

For further information on each of these rights, including the circumstances in which they apply, visit the Information Commissioner's Office ("ICO") website at <https://ico.org.uk/for-the-public>

If you would like to exercise any of the rights, please email, call or write to us using the details in 'How to contact us' below, let us have enough information to identify you, let us have proof of your identity and address, and let us know the information to which your request relates.

How to complain

Please report any complaint to the details set out in 'How to contact us' below. We hope we can resolve any query or concern you raise about our use of your information. You also have the right to lodge a complaint with the ICO who may be contacted at <https://ico.org.uk/concerns> or telephone: 0303 123 1113.

How to contact us

Please contact us if you have any questions about this Privacy Notice or the information, we hold about you at Registered office: The Lord-Lieutenant's Charity Hub, 6 Hercules Way, Leavesden, Watford, WD25 7GS. Alternatively, you can telephone 01923 248010, email: enquiries@home-startwatford.org.uk

Our Data Protection Officer/Lead is Karen Watkin and our Chair of Trustees, Simon Boulcott

Appendix 1 Privacy Notice for employees, trustees, job applicants Home-Start Watford & Three Rivers, also operating in Hertsmere

This notice explains what information we collect when we collect it and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will process your information.

Who are we?

Home-Start Watford & Three Rivers, also operating in Hertsmere is committed to protecting your personal information and to being transparent about what information we hold. Home-Start Watford & Three Rivers, also operating in Hertsmere understands its obligations to you to help you understand how and why we process your personal data. We will only do so in accordance with all applicable UK data protection legislation, including the General Data Protection Regulation. In this notice 'Home-Start', 'we', 'us' or 'our' means:

- Home-Start Watford & Three Rivers, also operating in Hertsmere a charitable company limited by guarantee.
- Company no. 5385393
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- Registered office: The Lord-Lieutenant's Charity Hub, 6 Hercules Way, Leavesden, Watford, WD25 7GS. Alternatively, you can telephone 01923 248010, email: enquiries@home-startwatford.org.uk

We are registered with the Information Commissioner. Our registration number is: Z9223039
Our Data Protection Officer/Lead is Karen Watkin and our Chair of Trustees, Simon Boulcott

How do we collect information from you?

1. We collect the following information from you through a variety of resources (i) directly from you; or (ii) third parties (including employment agencies, Government agencies and previous employers.):
 - Name,
 - Date of Birth,
 - Address,
 - Telephone Number,
 - E-mail address,
 - NI number,
 - Personal characteristics such as gender and ethnic group,
 - Qualifications,
 - References,
 - Medical information,
 - Absence information,
 - Next of kin,
 - Emergency contact information,
 - Pension information,
 - Personal tax information, and
 - Bank account information.

What type of information is collected and used about you?

- Administration of contracts of employment
- Payment of salaries
- Recruitment and selection
- Pensions and associated benefits, appraisal, training and development
- Membership of professional bodies

What are the lawful bases for us processing your personal data?

Under the UK General Data Protection Regulation, the lawful bases which we rely on for processing this information are:

- We have your consent
- We have a contractual obligation, including pre-contractual negotiations
- We have a legal obligation
- We have a vital interest
- We have a legitimate interest

Who has access to your data

We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

- To manage your employment or potential employment with us.
- To process your monthly salary payments.
- To allow your pension provider to process pensions information and handle your pension; and
- If we enter into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

Where is your information kept and for how long

Your information will only be stored within the UK, other than where international transfers of personal data may legally take place, in accordance with Chapter V of the UK General Data Protection Regulation.

When you give us information, we take steps to make sure that your personal information is kept secure and safe. This includes ensuring there is appropriate security for all locations that data is stored, and we ensure that these measures are tested on a regular basis to ensure compliance.

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Your rights:

Under data protection law, you have certain data subjects' rights including:

- | | |
|--|---|
| Your right of access: | You have the right to ask us for copies of your personal information |
| Your right to rectification: | You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete |
| Your right to erasure: | You have the right to ask us to erase your personal information in certain circumstances |
| Your right to restriction of processing: | You have the right to ask us to restrict the processing of your personal information in certain circumstances |
| Your right to object to processing: | You have the right to object to the processing of your personal information in certain circumstances. |

Your right to data portability:

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

You have the right to complain to the Information Commissioner's Office in relation to our use of your information. Information on how to contact them can be found at www.ico.org.uk.

The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes to your personal and contact details.

About this notice

If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact: enquiries@home-startwatford.org.uk

How to contact us

Please contact us if you have any questions about this Privacy Notice or the information, we hold about you **Home-Start Watford & Three Rivers, also operating in Hertsmere**, The Lord-Lieutenant's Charity Hub, 6 Hercules Way, Leavesden, Watford, WD25 7GS. Alternatively, you can telephone 01923 248010, email: enquiries@home-startwatford.org.uk

How to complain

Please report any complaint to the details set out in 'How to contact us' below. We hope we can resolve any query or concern you raise about our use of your information. You also have the right to lodge a complaint with the ICO who may be contacted at <https://ico.org.uk/concerns> or telephone: 0303 123 1113.

Review of this Privacy Notice

We will keep this privacy notice under regular review, and as a minimum every two years. This notice was last updated in September 2025

Any changes we may make to this privacy notice in the future will be posted on our website so please check the website occasionally to ensure that you're happy with any changes

Appendix 2 Privacy Notice for Volunteers

Home-Start Watford & Three Rivers, also operating in Hertsmere

In the course of Home-Start Watford & Three Rivers, also operating in Hertsmere working with volunteers to support families, and in order to monitor and evaluate our work, we collect and hold certain personal information about volunteers. We will only do so with your explicit consent and in accordance with all applicable data protection legislation, including General Data Protection Regulation.

Who are we?

Home-Start Watford & Three Rivers, also operating in Hertsmere is committed to protecting your personal information and to being transparent about what information we hold. Home-Start Watford & Three Rivers, also operating in Hertsmere understands its obligations to you to help you understand how and why we process your personal data. We will only do so in accordance with all applicable UK data protection legislation, including the General Data Protection Regulation. In this notice 'Home-Start', 'we', 'us' or 'our' means:

- Home-Start Watford & Three Rivers, also operating in Hertsmere
- Company no. 5385393
- Charity no. 1108847
- Registered office: The Lord-Lieutenant's Charity Hub, 6 Hercules Way, Leavesden, Watford, WD25 7GS. Alternatively, you can telephone 01923 248010, email: enquiries@home-startwatford.org.uk

We are registered with the Information Commissioner. Our registration number is: Z9223039

Our Data Protection Officer/Lead is Karen Watkin and our Chair of Trustees, Simon Boulcott

Information collected:

The personal information collected by us will be limited to that which is essential to allow us to meet our contractual obligations. This will include:

- Names, genders, addresses, telephone numbers and e-mail addresses.
- Employment, immigration statuses, disabilities (such as physical or learning disabilities) and racial/ethnic origins.
- Data concerning health, but only if needed for a specific contract, (such as substance misuse, domestic abuse, mental health, depression and pregnancy).
- DBS disclosure information
- Referee details.

How we will use your personal information and who it will be shared with:

Internal

Information will be used as part of the volunteer selection process and future work with you and may involve any of the following: administrative staff, manager, and co-ordinators.

All information provided to our board of trustees for the purpose of reporting activity levels or providing case studies shall be anonymised.

Named trustees may have access to your file for auditing purposes, any such access will be logged in the file.

External

We may, on an anonymised basis, use your information to demonstrate the impact of our services. Any case study information shared will always be on an anonymised basis unless we have further explicit consent from you.

We may share your personal information with Home-Start UK for the specific purposes of statistical analysis and the promotion of our work nationally as well as any reporting requirements for funders who support the network on a national level. This will be on a pseudo-anonymised basis (meaning that we will take

steps to limit the ability for your personal information to be identified. This will normally include the anonymization of names and full addresses).

We may share your personal information with our external auditors for quality auditing purposes but only in the presence of a co-ordinator and only after the auditors have provided us with all necessary written undertakings to preserve the security and confidentiality of your information.

We will share personal information with law enforcement or other authorities if required by applicable law (including, in line with our Safeguarding and Promoting the Welfare of Children/Safeguarding Adults at risks policies, where there are concerns about the safety or wellbeing of a child or adult at risk and it is considered necessary for their welfare and protection).

We will not share your personal information with any other third party without first obtaining your explicit consent.

How long your personal information will be kept:

We will keep your personal information after we have finished working with you to enable us to provide references, enable any questions, complaints or claims made by you or on your behalf, to show that we treated you fairly and/or to keep records required by law or for contractual purposes. We will not keep the information for longer than necessary. We keep different types of information for different lengths of time (further details can be found in our Information Governance Policy which is available on request).

Keeping your personal information secure:

We have appropriate security measures in place to prevent your information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Your Rights:

You have a number of important rights which you may exercise in relation to your personal information free of charge. In summary, those include rights to:

- access your personal information and to certain other supplementary information that this Privacy Notice is already designed to address,
- require us to correct any mistakes in your information which we hold,
- require the erasure of personal information concerning you in certain situations,
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations,
- object at any time to the processing of personal information concerning you for direct marketing,
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you,
- object in certain other situations to our continued processing of your personal information; and
- otherwise restrict our processing of your personal information in certain circumstances.

For further information on each of these rights, including the circumstances in which they apply, visit the Information Commissioner's Office ("ICO") website at <https://ico.org.uk/for-the-public/>.

If you would like to exercise any of the rights, please email, call or write to us using the details in 'How to contact us' below, let us have enough information to identify you, let us have proof of your identity and address, and let us know the information to which your request relates.

The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes to your personal and contact details.

About this notice

If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact: enquiries@home-startwatford.org.uk

How to contact us

Please contact us if you have any questions about this Privacy Notice or the information we hold about you at

How to complain

Please report any complaint to the details set out in 'How to contact us' below. We hope we can resolve any query or concern you raise about our use of your information. You also have the right to lodge a complaint with the ICO who may be contacted at <https://ico.org.uk/concerns> or telephone: 0303 123 1113.

Review of this Privacy Notice

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Appendix 3 Privacy Notice for Families Using our Services Home-Start Watford & Three Rivers, also operating in Hertsmere

At Home-Start Watford & Three Rivers, also operating in Hertsmere we're committed to protecting and respecting your privacy.

This notice explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, how we keep it safe and secure and your rights and choices in relation to your information.

Any questions regarding this notice and our privacy practices should be sent by email to enquiries@home-startwatford.org.uk or by writing to **Home-Start Watford & Three Rivers, also operating in Hertsmere**, The Lord-Lieutenant's Charity Hub, 6 Hercules Way, Leavesden, Watford, WD25 7GS Alternatively, you can telephone 01923 248010.

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We are registered with the Information Commissioner. Our registration number is: Z9223039

Our Data Protection Officer/Lead is Karen Watkin and our Chair of Trustees, Simon Boulcott

How do we collect information from you?

September 2025

Information you give us directly

We collect information about you and family members when you register with us for any of our services and also when you start to receive our services. We collect information when you voluntarily complete service user surveys, provide feedback and participate in events.

Information from our staff

Our staff will create records about you while delivering services, for example by way of notes added to your case file

Information we receive from other sources

Your information may be received by us from third parties, which might include:

- agencies who are referring you to us;
- professionals and other support agencies, such as health visitors, social care professionals, other voluntary organisations or charities
- members of your family who are using Home-Start Watford & Three Rivers, also operating in Hertsmere services

What type of information is collected and used about you?

The information we collect, and use will include personal data and sensitive data (known as 'special category data' in data protection law).

These records may include the following information relevant to you, your partner and the children you care for and anyone else who is part of your household:

- your name and contact details (including postal address, email address and telephone number);
- your date of birth;
- contact details and background information of other members of your family
- your Next of Kin, GP and Health Visitor contact details
- contact we have had with you, including home visits
- income and financial details
- employment information
- children's information may include schools or nursery attended
- information from people who are involved with your family, such as; schools, health professionals, social services and relatives and whether any children are subject to child protection/child in need plans or have other assessment needs
- information about lawyers or other representatives we may encounter in the delivery of services
- information about your use of our website and about the device used to access it, for instance your IP address and geographical location;
- any other personal information shared with us.

Data protection laws recognise certain categories of sensitive personal information as 'special category' and therefore requiring greater protection, for example information about your health, ethnicity and religion.

We may collect and use the following types of special category information:

- disabilities, special educational needs or health condition
- details and records of medical treatment and medications
- your race, religion or beliefs or political views
- information about an individual's sex life or revealing an individual's sexual orientation
- criminal convictions that have been committed against an individual or which an individual has committed

How and why is your information used?

We will only collect and use the minimum necessary information needed for us to provide you with our services and for staff to deliver and provide appropriate support to meet your needs.

We use this information only to the extent necessary to provide the services to you that you have requested from us unless there are exceptional circumstances, such as when the health or safety of a child or others is at risk, or other situations where the law requires the disclosure of information.

If you do not provide us with information that we ask for and that we require, we may not be able to provide services to you. If you are uncomfortable about disclosing certain information to us or if you have any concerns or queries about why we require certain information, we are happy to discuss this in further detail with you.

In limited circumstances, we may ask for your consent to use your information (for example, for your experience with us to be used in Home-Start Watford & Three Rivers, also operating in Hertsmere materials or on our website). In these circumstances, we will always ask for your explicit consent beforehand, and we will tell you how you can withdraw your consent if you change your mind (which you can do at any time).

Receiving communications from us by Email/text/Phone/Post

You can choose if you wish to receive information from us or not. There are boxes you can tick to show your choices on the form which includes information about you and your family. If you want us to tell you more about our work and what we can offer you, please tick the relevant boxes on the form.

We will only send you marketing communications by email, text and telephone if you have explicitly provided your prior consent. You may opt out of our marketing communications at any time by clicking the unsubscribe link at the end of our marketing emails. We may send you marketing communications by post unless you have told us that you would prefer not to hear from us.

If you do not want to be contacted for marketing purposes, we will not do that. Your details will be kept on a list so that we can contact you for other reasons. For example, to change an appointment or let you know about a change at our office.

Where is your information kept and long is it kept for?

Information is retained in secure electronic and paper records and access is restricted to only those who need to know. Our guiding principle is that we are holding your information in strict confidence and in accordance with the law.

We keep your information for no longer than is necessary for the purposes it was collected for. The length of time we retain your personal information for depends on our requirements to provide our services and run our business or to comply with the law. Case records are generally kept on our live system for up to 1 years, after which time they are deleted. In certain circumstances we may be required to keep records for a longer period, depending on the nature of the case and whether or not we are subject to separate legal obligations which require us to do this.

Who has access to your information?

In order to provide you with our services, we will share your information internally within Home-Start Watford & Three Rivers, also operating in Hertsmere on a need-to-know basis, to ensure we are providing you with a good service. We may also share your personal information with some or all of the following parties, but we will always do this in compliance with data protection law:

- other charities and public sector organisations that may have referred you to us, may be providing services to you or that we may be working in partnership with
- health and education professionals (such as health visitors or head teachers)
- other family members (where you are comfortable with this)
- local council social work departments
- the Police, Courts or Charity Commission
- safe guardians and other parties in connection with child or adult protection
- lawyers or other representatives that may be acting on your behalf
- statutory bodies in connection with legal and formal processes.
- third parties working on our behalf (for example, to support our IT systems, or to send you mailings). However, when we use these third parties, we disclose only the personal information that is necessary to deliver the services, and we have a contract in place that requires them to keep your information secure and prevents them from using it for their own purposes.

We do not sell or rent any of your information to third parties.

We do not share any of your information with third parties for marketing purposes unless you have requested us to do so.

We will only share special category information with other organisations where that is necessary for legal reasons, or where there are other substantial public interest grounds.

Lawful Processing

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We consider the following grounds to be relevant:

Legitimate interests

Where it is reasonably necessary to achieve our or others' legitimate interests (as long as what the information is used for is fair and does not duly impact your rights).

We consider our legitimate interests to be running Home-Start Watford & Three Rivers, also operating in Hertsmere as a charitable organisation in pursuit of our aims and ideals. For example to:

- provide our services to support you and your family;
- send postal communications which we think will be of interest to you;
- conduct research to better understand our customers and supporters and to improve the relevance of our fundraising;
- understand how people choose/use our services and products;
- determine the effectiveness of our services, promotional campaigns and advertising;
- monitor who we deal with to protect the charity against fraud, money laundering and other risks;
- enhance, modify, personalise or otherwise improve our services /communications for the benefit of our customers; and
- better understand how people interact with our website.

When we legitimately process your personal information in this way, we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. We will not use your personal information where our interests are overridden by the impact on you, for example, where use would be excessively intrusive (unless, for instance, we are otherwise required or permitted to by law).

Specific Consent

Where you have provided specific consent to us using your personal information in a certain way, such as to send you email, text and/or telephone marketing.

Legal obligation

Where necessary so that we can comply with a legal or regulatory obligation to which we are subject, for example where we are ordered by a court or regulatory authority like the Charity Commission, or we are required to report a crime.

Vital interests

Where it is necessary to protect life or health (for example in the case of medical emergency suffered by an individual) or a safeguarding issue which requires us to share your information with the emergency services.

Our lawful grounds for processing Special Category data

When we use special category (sensitive) personal information, we require an additional legal basis to do so under data protection law. Our basis for using such information is normally to provide our services of counselling, social care, and safeguarding children and individuals at risk of neglect or physical, mental or emotional harm and for protecting their economic well-being. Sometimes we may use another route available to us at law (for example, if we need to process it for social protection purposes, vital interests, or, in some cases, if it is in the public interest for us to do so).

Your Rights

Under UK data protection law, you have certain rights over the personal information that we hold about you. Here is a summary of the rights that are likely to apply to you when we are processing your personal information.

Right of access

You have a right to request access to the personal data that we hold about you.

You also have the right to request a copy of the information we hold about you, and we will provide you with this unless legal exceptions apply.

If you want to access your information, please contact the address provided below, or telephone or e-mail.

Right to have your inaccurate personal information corrected

You have the right to have inaccurate or incomplete information we hold about you corrected. If you believe any of the information we hold is inaccurate or out of date, please contact us via email, telephone or post (see below).

Right to restrict use

You have a right to ask us to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy, or we are not lawfully allowed to use it.

Right of erasure

You may ask us to delete some or all of your personal information and in certain cases, and subject to certain exceptions; we will do so as far as we are required to by law. In many cases, we will anonymise that information, rather than delete it.

Right for your personal information to be portable

If we are processing your personal information (1) based on your consent, or in order to enter into or carry out a contract with you, and (2) the processing is being done by automated means, for example, when you shop from our website, you may ask us to provide it to you or another service provider in a machine-readable format.

Right to object

You have the right to object to processing where we are using your personal information based on legitimate interests, (or for statistical/research purposes). In these circumstances we will consider your request against our legitimate reasons for continuing to process your information.

You have an absolute right to object to direct marketing. If you wish to opt-out of receiving marketing materials from us at any time, please contact the address below.

If you want to exercise any of the above rights, please contact us. We may be required to ask for further information and/or evidence of identity. We will endeavour to respond fully to all requests within one month of receipt of your request, however if we are unable to do so we will contact you with reasons for the delay.

Please note that exceptions apply to a number of these rights, and not all rights will be applicable in all circumstances. For more details we recommend you consult the guidance published by the UK's [Information Commissioner's Office](#).

For further information on each of these rights, including the circumstances in which they apply, visit the Information Commissioner's Office ("ICO") website at <https://ico.org.uk/for-the-public>

If you would like to exercise any of the rights, please email, call or write to us using the details in 'How to contact us' below, let us have enough information to identify you, let us have proof of your identity and address, and let us know the information to which your request relates.

Keeping your information safe

When you give us personal information, we take steps to ensure that appropriate technical and organisational controls are in place to protect it, such as Firewalls, anti-virus protection and encryption. Home-Start Watford & Three Rivers, also operating in Hertsmere has developed a set of security policies that include device security, authentication requirements, acceptable usage of resources, data storage requirements. We undertake regular reviews of who has access to information that we hold to ensure that your personal information is only accessible by appropriately trained staff, volunteers and contractors, on a need-to-know basis.

Where we employ contractors to process personal data on our behalf, they do so on the basis of our written contract with them; are under a duty of confidentiality; and are legally obliged to keep your data safe. They are also not allowed to use your personal data for their own purposes.

We have in place procedures to deal with any suspected data security breach and will notify you and the Information Commissioner's Office of a personal data breach when legally required to do so.

Keeping your information up to date

We take reasonable steps to ensure your information is accurate and up to date. Where possible we use publicly available sources to identify deceased records or whether you have changed address.

The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes to your personal and contact details.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission before you provide us with personal information.

Vulnerable circumstances

We are committed to protecting vulnerable supporters, customers and volunteers, and appreciate that additional care may be needed when we use your personal information. In recognition of this, we observe good practice guidelines in our interactions with vulnerable people.

About this notice

If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact: enquiries@home-startwatford.org.uk

How to contact us

Please contact us if you have any questions about this Privacy Notice or the information, we hold about you at **Home-Start Watford & Three Rivers, also operating in Hertsmere**
The The Lord-Lieutenant's Charity Hub, 6 Hercules Way, Leavesden, Watford, WD25 7GS Alternatively, you can telephone 01923 248010.

How to complain

Please report any complaint to the details set out in 'How to contact us' below. We hope we can resolve any query or concern you raise about our use of your information. You also have the right to lodge a complaint with the ICO who may be contacted at <https://ico.org.uk/concerns> or telephone: 0303 123 1113.

Review of this Privacy Notice

We will keep this privacy notice under regular review, and as a minimum every two years. This notice was last updated in September 2025.

Any changes we may make to this privacy notice in the future will be posted on our website so please check the website occasionally to ensure that you're happy with any changes