



High Trees Privacy Notice

High Trees Community Development Trust (High Trees) is a community organisation and charity delivering a range of services to people and communities in Tulse Hill and Lambeth.

To carry out our work we need to collect and use certain types of information about the different people we work with.

This privacy notice explains how we control, process, handle and protect your personal information, and how you can exercise your rights in relation to the data.

High Trees is committed to looking after and protecting the personal data it holds for people, staff and other stakeholders and protecting their rights and freedoms.

What type of personal information do we collect?

We collect personal information from you when you engage with our services. For example, when you enrol on one of our courses, access employment support or receive support as a community leader.

We currently collect and process the following information:

- Basic information (such as your name),
- Sensitive information (such as information regarding your racial or ethnic origin)
- Contact information (for example your email address or telephone number)
- Financial information (for example details of the benefits you receive)
- Any other information relating to you which you provide to us

How we get the personal information?

- We collect information directly from you. This may be when you make an enquiry or fill out a registration form with us.
- Third party organisation may share information with us, but only with your consent.

Why do we collect your data?

We use your personal data for the following purposes:

- To contact you regarding your enquiry.
- To refer you to other partner organisations who are able to help you
- To inform you of our work, updates or news
- To process feedback about our services and activities
- To monitor and improve our performance (for example providing reports on our work to our funders and other stakeholders)
- To apply for funding and other support (for example by preparing and submitting grant requests to various charitable foundations). This only would happen anonymously.

What is the basis on which we use your personal information?

The [Data Protection Act 2018](#) controls how your personal information is used by organisations, businesses or the government.

The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR).

For more information see: <https://www.gov.uk/data-protection>



- We process your personal data 'lawfully' by asking everyone to give their consent for us to store and process their personal data in line with the Data Protection ACT 2018.

How do we store your personal information?

Your personal information is stored securely by High Trees and will not be kept for longer than is reasonably necessary.

- As standard we store information for five years, however some funders may ask us to store data for longer.
- Explicit consent is requested for photo permission. As standard we store photo imagery for five years unless otherwise specified.
- Information will only be stored for as long as it is needed or required by statute and will be disposed of appropriately.

Will we share your personal information?

High Trees will treat your personal data as confidential. We will only share your personal data with third parties with your knowledge and consent.

Examples for trusted third parties we may share your data with your consent:

- Other organisations involved in the provision of services or advice to you (for example local councils, other charities)
- Our professional advisers and auditors
- Our IT service providers (for example the IT services company that provides and maintains the software for our internal database)

Where necessary, or for the reasons set out in this policy, we may be required to disclose your information to regulatory authorities, courts, tribunals, government agencies and law enforcement agencies. This is to comply with legal or regulatory requirements. We will use reasonable endeavours to notify you before we do this unless we are legally restricted from doing so.

The other exception, when we might share your data without notice, is in circumstances where we have significant concerns about your safety or risk to others.

Your data protection rights

Under data protection law, you have 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.

Do you have a question about your data?

If you have any questions, you can speak to your service manager, any member of staff or contact our Data Protection Officer:

Name: Mohammed Jamil Meho
Address: 220 Upper Tulse Hill, London SW2 2NS
Phone Number: 020 8671 3132
E-mail: mohammed.meho@high-trees.org

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us via above.

How to complain to external body

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Changes to our Privacy Notice

High Trees may change this policy from time to time by updating this page. This policy was last updated on 04/09/2024