



TENANTS AND SERVICE USERS PRIVACY NOTICE

Ark Of Hope Foundation For All Nations

Last Updated: April 2024

www.arkkofhopefoundation.com
info@arkkofhopefoundatiion.com

Personal Data

Protecting your privacy is a priority at Ark of Hope Foundation For All Nations. This privacy notice outlines how we handle your personal data. Ark of Hope Foundation For All Nations (charity number:1161228) (referred to as "we", "our", or "us") is committed to safeguarding your personal information under applicable data protection laws, including the General Data Protection Regulation (GDPR). As the controller of your personal data, we determine the purposes and methods for collecting and utilising your personal information throughout your engagement with our ser number: [insert company number]] (referred to as "we", "our", or "us") is committed to safeguarding your personal information under applicable data protection laws, including the General Data Protection Regulation (GDPR). As the controller of your personal data, we determine the purposes and methods for collecting and utilising your personal information throughout your engagement with our services.vices.

During your interactions with Ark of Hope Foundation For All Nations, whether as a tenant or service user, we gather and maintain certain information about you. This information qualifies as "personal data" because it pertains to you as an individual and can be associated with your identity.

1. Contact Details

Email: info@arkofhopefoundation.com

Telephone: 01782 899084

2. What Information We Collect and Use, and Why

Housing Services:

Personal Information Collected: Contact details (name, address, telephone number), date of birth, household composition, tenancy information (lease agreements, rent payments), support needs assessments, correspondence related to housing support.

Purposes: To manage and provide housing services, including tenancy management, support services, and resolving tenancy-related issues.

Lawful Bases: Contractual necessity, legitimate interests (to provide essential services), legal obligations (e.g., housing regulations).

Food Bank Services:

Personal Information Collected: Contact details, family composition, dietary requirements, income and employment details, health information relevant to food requirements.

Purposes: To provide food assistance and support, assess eligibility for food bank services, and monitor service usage.

Lawful Bases: Consent (where applicable), legitimate interests (to provide essential services), legal obligations.

Support & Advice Services:

Personal Information Collected: Contact details, nature of support required, health and social care information, financial information (where relevant), case notes and records.

Purposes: To offer personalised support, advice, and advocacy services, facilitate access to external support networks and resources.

Lawful Bases: Consent (where applicable), contractual necessity (where applicable), legitimate interests (to provide necessary support).

Remote Food Bank Assistance:

Personal Information Collected: Contact details, family composition, dietary requirements, income and employment details (for eligibility assessment), delivery preferences.

Purposes: To facilitate remote access to food assistance services, arrange deliveries, and monitor service usage.

Lawful Bases: Consent (where applicable), legitimate interests (to provide essential services), legal obligations.

3. Where We Get Personal Information From

We collect personal information directly from service users, through applications, forms, assessments, and correspondence. In some cases, information may be obtained from third parties such as referring agencies or healthcare providers.

4. How Long We Keep Information

We retain personal information for tenants and service users in accordance with our retention schedule. As a general guideline:

Housing Services: Personal information related to tenancy and support services is retained for the duration of the tenancy and for a period thereafter as required by law or organisational policies.

Food Bank and Support Services: Personal information is retained for as long as necessary to fulfill the purposes outlined above and in compliance with legal obligations. Specific retention periods may vary based on the nature of the service provided.

For details on specific retention periods applicable to your personal information, please refer to our retention schedule. You can request a copy of the retention schedule or more information by contacting us using the details provided at the beginning of this notice.

5. Who We Share Information With

In order to provide our services effectively, we may share your personal information with the following categories of recipients:

Internal Staff and Volunteers: Involved in providing direct support and services.

External Service Providers: Including but not limited to housing management agencies, food suppliers, healthcare providers, and IT service providers.

Governmental and Regulatory Authorities: Such as local authorities, HMRC, or other agencies as required by law.

6. Your Data Protection Rights

Under data protection law, you have the following rights regarding your personal data:

Right of Access: You can request access to a copy of your personal data.

Right to Rectification: You can request correction of any inaccurate or incomplete personal data.

Right to Erasure: You can request deletion of your personal data in certain circumstances.

Right to Restriction of Processing: You can request restriction of processing of your personal data in certain circumstances.

Right to Object to Processing: You can object to processing of your personal data in certain circumstances.

Right to Data Portability: You can request transfer of your personal data to another organisation or to you in certain circumstances.

Right to Withdraw Consent: If we rely on your consent as our lawful basis for processing your data, you have the right to withdraw consent at any time.

To exercise your rights or make a data protection request, please contact us using the details provided above..

7. Complaints

If you have concerns about our use of your personal data, you can contact us using the details above. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you are not satisfied with how we handle your personal data.


ICO Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

ICO Helpline: 0303 123 1113

ICO Website: <https://www.ico.org.uk/make-a-complaint>

8. Changes to This Privacy Notice

We may update this privacy notice from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Any changes will be communicated to you.





STAFF/VOLUNTEERS PRIVACY NOTICE

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1. Introduction

Ark of Hope Foundation For All Nations is committed to protecting your privacy and ensuring the security of your personal data. This privacy notice explains how we collect, use, share, and protect your personal information in accordance with the General Data Protection Regulation (GDPR).

2. Contact Details

If you have any questions about this privacy notice or how we handle your personal data, please contact us at:

Email: info@arkofhopefoundation.com

3. Information We Collect and Use, and Why

We collect and process the following categories of personal information for the purposes outlined below:

Staff Recruitment, Administration, and Management:

- Contact details (e.g., name, address, telephone number, personal email address)
- Date of birth
- National Insurance number
- Gender
- Photographs (e.g., staff ID card)
- Copies of passports or other photo ID
- Copies of proof of address documents (e.g., bank statements, bills)
- Marital status
- Next of kin or emergency contact details
- Employment history (e.g., job application, employment references, secondary employment)
- Education history (e.g., qualifications)
- Right to work information
- Details of any criminal convictions (e.g., DBS checks)
- Political, conflict of interest, or gift declarations
- Security clearance details (e.g., basic checks, higher security clearance)
- Performance records (e.g., reviews, disciplinary records, complaints, disciplinary action)
- Training history and development needs

Lawful Bases: Consent, Contract, Legal Obligation

Salaries and Pensions:

- Job role and employment contract details (e.g., start and leave dates, salary, changes to employment contract or working patterns)
- Time spent working (e.g., timesheets, clocking in and out)
- Expense, overtime, or other payments claimed
- Leave (e.g., sick leave, holidays, special leave)
- Maternity, paternity, shared parental, and adoption leave and pay
- Pension details
- Bank account details
- Payroll records
- Tax status

Lawful Bases: Consent, Contract, Legal Obligation

4. How Long We Keep Information

We retain your personal information in accordance with our retention schedule, which specifies how long different types of information will be kept. As a general guideline, personnel files for staff and volunteers are kept for six years after the employee or volunteer has left Ark of Hope Foundation For All Nations.

For specific details regarding retention periods for different categories of personal data, please refer to our retention schedule. You can request a copy of the retention schedule or more information by contacting us using the details provided at the beginning of this notice.

5. Who We Share Information With

We may share your personal information with the following organisations or individuals:

HM Revenue & Customs (HMRC) for tax and social security purposes.

External service providers who assist us with payroll, IT services, background checks, and other administrative functions.

6. Your Data Protection Rights

Under data protection law, you have the following rights regarding your personal data:

- **Right of Access:** You can request access to a copy of your personal data.
- **Right to Rectification:** You can request correction of any inaccurate or incomplete personal data.
- **Right to Erasure:** You can request deletion of your personal data in certain circumstances.
- **Right to Restriction of Processing:** You can request restriction of processing of your personal data in certain circumstances.
- **Right to Object to Processing:** You can object to processing of your personal data in certain circumstances.
- **Right to Data Portability:** You can request transfer of your personal data to another organisation or directly to you in certain circumstances.
- **Right to Withdraw Consent:** If we rely on your consent as our lawful basis for processing your data, you have the right to withdraw consent at any time.

To exercise your rights or make a data protection request, please contact us using the details provided at the beginning of this notice.

7. How to Complain

If you have any concerns about our use of your personal data, you can contact us using the details provided. If you remain dissatisfied, you have the right to lodge a complaint with the Information Commissioner's Office (ICO). Details are provided below:

ICO Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

ICO Helpline: 0303 123 1113

ICO Website: <https://www.ico.org.uk/make-a-complaint>

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