

PRIVACY NOTICE FOR HAPPY TO HELP CIC

Happy to Help (HTH) is a social enterprise subsidiary of Northamptonshire Partnership Homes. Our aim is to improve the health, wellbeing, economy, environment and availability of opportunity for the benefit of NPH residents and their communities. Our registered address is Happy to Help, One Angel Square Angel Street, Northampton, NN1 1ED.

This Privacy Notice aims to give you information on how we collect and process your personal information to allow us to provide services to you. It makes you aware of how and why your personal information will be used, how it will be stored and how long we will retain the data. HTH is registered with the Information Commissioner's Office as a Data Controller and will be the 'Data Controller' for processing your personal information which means that we are responsible for deciding how we will hold and use your personal information.

This notice provides you with the information which must be provided under the UK General Data Protection Regulations (UK GDPR) and the Data Protection Act 2018.

We process your personal data in accordance with the Data Protection Act 2018 (DPA) and U.K. General Data Protection Regulations (U.K. GDPR), or for other lawful reasons.

Data Protection legislation states that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for the purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

What information do we collect?

We collect and process your personal data in order to provide you with the services offered by us.

Personal Information is defined in the UK GDPR. It is any information which can be used to identify a living individual either directly or indirectly. It therefore includes for example, name, address, online profiles, cookie identifiers, and other identifiable information.

Special Category Data – is personal data which is considered to be sensitive and therefore requires specific protection. The categories of special category data are:

- race or ethnic origin
- political views and affiliations
- religious or philosophical beliefs
- trade union membership
- genetics
- biometrics (where used for ID purposes, for example, facial recognition)
- health

We collect and process a range of information about you, which includes:

- your name, address and contact details, including email address and telephone number.
- information about medical or health conditions, including whether you have a disability for which we need to make reasonable adjustments
- Financial information which is required for the means assessment in the decision on whether to provide you with household items during our crisis support services.

How we collect the information

We collect it from you when you request gardening services or during your interactions with the Paint Shop. We also collect your personal data from Northamptonshire

Partnership Homes as part of the Crisis Service we offer. We don't collect anything you wouldn't expect us to collect, and we will not collect any personal data we do not need.

Our legal basis for processing the information

Our primary lawful bases for most of our processing under the UK GDPR are:

- Article 6(1)(f)– the processing of personal data is necessary for the purposes of the legitimate interests pursued by Happy to Help CIC or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data. Our primary legitimate interest is our core function to provide health, wellbeing, economy, environment and availability of opportunity services as a Community Interest Company specifically structured and organised to ensure that we provide the right support for people, whilst delivering cost-effective services.
- Article 6(1)(a)– the individual has given clear consent for us to process their personal data for a specific purpose.

Where we are processing special category personal data for purposes related to the commissioning and provision of health services the condition is:

- Article 9(2)(a) – the data subject has given explicit consent to the processing of those personal data for one or more specified purposes.

Who we share your information with

We share your personal information with our contractors who provide delivery services on our behalf.

All third-party service providers (our data processors) with whom we share your personal data are required to take appropriate security measures to protect your personal data in line with our policies. We do not allow our third-party service providers to use your

personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

HTH will not transfer your data to countries outside the European Economic Area.

How long we keep your data

We only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. In some circumstances we may anonymise your personal data so that it can no longer be associated with you, in which case we may use such information without further notice to you.

How we keep your personal information secure

We use the systems of Northamptonshire Partnership Homes, our parent company, which has appropriate technical and organisational security measures in place to prevent your personal information being accidentally lost, used, altered, disclosed or accessed in an unauthorised way. In addition, we limit access to your personal information to those staff members, contractors and other third parties who have a legitimate business need to know. They will only process your personal information on our instructions and are subject to a duty of confidentiality.

Procedures to deal with a suspected data security breach are in place. We will notify you of any breach of your personal information, and where necessary will also notify the Information Commissioner's Office.

Your Rights

Under the UK GDPR you have rights regarding your personal information which NPH holds and processes:

- Right to be informed – this notice informs you of how and why your personal information will be collected and used, how it will be stored and how long we will retain the data

- Right of Access – you have the right to request a copy of the information we hold about you. These requests are known as ‘Subject Access Requests’ (SAR) and will be processed within one month of receiving the request.
- Right to rectification – you have the right to request any outdated, incorrect or inaccurate information we hold about you be rectified. Such request will be processed within one month of receiving the request.
- Right of erasure – you can ask us to delete your personal information such as when the information is no longer necessary, or you withdraw consent for us to use that information. In certain circumstances we may be unable to comply with your request on legal grounds, but we will notify you if this situation arises.
- Right to restrict processing – you have the right to ask us to restrict the processing of your personal information in certain circumstances
- Right to data portability – you have the right to ask us to transfer the information, which you gave us, to another organisation, or to you, in certain circumstances
- Right to object – you have the right to NPH processing your personal information in certain circumstance
- Rights in relation to automated decision making and profiling – at this stage NPH does not use automatic decision making or profiling software for recruitment or employment purposes.

To exercise your rights please contact the Data Protection team on dataprotectionNPH@nph.org.uk or on 0300 330 7003. You can also write to the DPO by post at Northamptonshire Partnership Homes, One Angel Square, Angel Street, Northampton, NN1 1ED.

For further information on your rights or if you are not satisfied with the way HTH has handled your personal information, you have the right to complain to the Information Commissioner’s Office.

The ICO is an independent body set up to uphold information rights in the United Kingdom. They can also provide advice and guidance, and can be contacted through [their website](#), via their helpline on 0303 123 1113, or in writing to:

- Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF