

Doorway

Doorway Privacy Policy

Who are we?

Doorway Wiltshire Ltd. is an independent charity providing key support services for people who are homeless or vulnerably housed in the North Wiltshire area. This privacy policy explains how we use any personal information we collect about you when you come into contact with Doorway.

What information do we collect about you?

We collect information about you when:

- You register with us by completing a Guest Form.
- You sign-in at our drop-in centre, or other Doorway provisions.
- You apply to be a member, volunteer, or staff member.
- You participate in surveys.
- You provide us with references or quotes.
- You provide medical information for football or our other sessions, including trips.
- You donate funds to us.
- You supply us with products or services.
- You visit our premises where CCTV systems are in use.

What is our lawful basis for processing your personal data?

Our lawful basis for processing your personal data includes:

- **Consent:** We seek your explicit written consent on all forms where personal data is collected.
- **Legitimate Interests:** We process your data to provide our services, ensuring that this does not override your rights and freedoms.

How will we use the information about you?

We use your information to:

- Maintain guest forms and visitor registers for statistical purposes, ensuring data is anonymised.
- Communicate with stakeholders via email or post.
- Assess job and volunteer applications and maintain communication.
- Retain staff details for pay and benefits.
- Conduct surveys to evaluate and improve our services.
- Acknowledge donations and send newsletters and updates (with your consent).
- Maintain records in a confidential, password-protected database.
- Manage supplier details for payment purposes.
- Use CCTV for security purposes, with data retained for 7-10 days.

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Sharing of your data

We respect your privacy and will not share your data with third parties without your written consent, except where legally required:

- By court order.
- For evidence of criminal activities to the Police.
- To relevant authorities if a child is at risk or if there is a serious risk of harm to individuals.

How do we ensure your data is kept secure?

We take the following measures to secure your data:

- Locking paper documents in a filing cabinet contained within a locked office.
- Storing electronic data on password-protected systems and cloud services (such as Dropbox / Office 365 / Microsoft Exchange / "Database" [TBC]).
- Encrypting sensitive guest information in our database.
- Regularly changing passwords and monitoring security controls.
- Two factor authentication

How long do we keep your data for?

- **Paper documents:** Held for a maximum of 3-5 years, then shredded.
- **Electronic documents:** Retained for 3 years with periodic reviews on retention requirements.
- **CCTV data:** Retained for 7-10 days.

Your data protection rights

Under data protection law, you have rights including:

- **Right of access:** Request copies of your personal information.
- **Right to rectification:** Ask us to correct inaccurate or incomplete information.
- **Right to erasure:** Request the deletion of your personal data in certain circumstances.
- **Right to restrict processing:** Ask us to limit the processing of your data.
- **Right to object to processing:** Object to the processing of your data in certain circumstances.
- **Right to data portability:** Request the transfer of your data to another organisation or to yourself.

You are not required to pay any charge for exercising your rights. We have one month to respond to your request. Contact us at:

Doorway Wiltshire Ltd

The Citadel, Bath Road, Chippenham, SN15 2AB

Telephone: 01249 445385

Email: admin@doorwayproject.org.uk

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Changes to our privacy policy

We keep our privacy policy under regular review. This privacy policy was last updated on 10 June 2024.

Information Commissioners Office

Doorway (Wiltshire) Ltd. are registered with the ICO. Registration number ZB656452 Expires 1 February 2025

Contact information

For any questions regarding this policy, please contact us via the details provided above.