

Home Basics is committed to protecting personal information.

This Privacy Policy relates to our use of any personal information we collect from you when you become a customer, client, donor, member or volunteer of the organisation. Customers and clients include people who purchase from our shops or whom are referred to us via a third party. Donors are those who donate goods to our charity and may also complete a declaration for Gift Aid. Members are those who enrol as a registered member of the charity. Volunteers are those who register with us to help us achieve our aims by working in the warehouses, shops, on vans, etc.

The personal information we collect from you

For clients and customers requiring deliveries, we collect basic personal details such as your name, address, e-mail address, telephone number.

For donors under Gift Aid, we also collect your email and postal addresses to enable us to send out Gift Aid notifications of donated goods which is a requirement of HMRC regulations. Details Gift Aid donors are also transferred into our secure point-of-sale system.

How we use information

We will use your information to enact collections of donations and delivery of purchased goods. Collection and delivery schedule data is retained indefinitely, but personal data is deleted from these records after 3 months. Gift Aid declarations are retained indefinitely for tax purposes and for notifications of sales of donated goods. Referred client information is retained for accounting purposes.

This use is in our 'Legitimate Interest'. We will not share your information with other third parties without your consent.

Security

We put in place reasonable security measures to protect against any unauthorised access or damage to, or disclosure or loss of, your information.

Your rights

Please let us know if your information changes as it is important that the personal information we hold about you is accurate and up to date.

We will keep your information indefinitely after you remain an active member, or supporter of Home Basics. We keep your information because you may resume your connection with Home Basics and take part again in our activities. However, you can ask us to remove your personal information from our records at any time and we will do so.

You have the right to request a copy of all the personal information we hold about you in a Subject Access Request.

To do this, simply write to us at the address below. We will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you.

Changes to this Privacy Policy

We may amend this Privacy Policy from time to time; for example, to keep it up to date or to comply with legal requirements. If there will be any significant changes made to the use of your personal information in a manner different from that stated, we will seek your permission first.

How to contact us

For any questions or concerns relating to this Privacy Policy or our data protection practices, or to make a Subject Access Request, please contact us in one of these ways:

Data Controller: Dennis Fisher, Business Manager

By Phone 01896 870455

By email: walkerburn@homebasics.org.uk

By post to: Home Basics, Unit 7 Tweedvale Mills East, Walkerburn, Scottish Borders. EH43 6AB