

THH01 Privacy Policy

This Privacy Policy will explain how Torch Help Hub (Torch) uses the personal data we collect from you when you contact us.

Topics

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What data do we collect?

Torch collects the following data:

- Personal identification information (such as name, email address, phone number, date of birth etc.)
- Personal characteristics (such as gender, ethnicity, drug use and smoking habits etc.)
- Personal individual requests (such as type, time, request details etc.)
- Where appropriate, medical conditions (such as depression, autism, hearing loss, heart failure etc.)
- Safety related (such as local environment, behavioural history, safeguarding matters etc.)

Your information will only be used in relation to your enquiry, request, referral or contact and will not be passed on to any third party without your consent.

How do we collect your data?

You provide Torch directly with most of the data we collect. We collect data and process data when you:

- Register online or place a request for any of our services, via phone, SMS, email, an App or social media platforms.
- Voluntarily complete a self-referral form or send a message via our website or via email.
- Call our phone number and give your personal details.

Torch may also receive your data indirectly, for example, via a referral pathway, such as a friend, a Social Prescriber, Citizen's Advice Bureau, the Police, Social Services, a local authority, Help the Aged etc.

How will we use your data?

Torch collects your data so that we can process and manage your request. Torch will NOT share your data with any other agency or referrer unless it is necessary to fulfil your request.

How do we store your data?

Torch will take technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. Torch securely stores your data and will not keep personal data longer than is necessary for the purposes that it was collected for. We will comply with official guidance issued to our sector about retention periods for specific records. Information about how long we will keep records for can be found in our Data Retention Schedule. Once this period has expired, we will delete your data unless we have good reasons to retain such as an ongoing referral, a complaint in progress, an outstanding issue etc.

Marketing

Torch will not send you information about products and services, or of any other partners or agencies, unless you have agreed to receive or have requested the information.

Third party websites

The Torch website contains links to other websites. We are not responsible for the privacy policies or practices of third-party websites.

What are your data protection rights?

Torch would like to make sure you are fully aware of your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request Torch for copies of your personal data. We may charge you a small fee for this service.

The right to rectification - You have the right to request that Torch correct any information you believe is inaccurate. You also have the right to request Torch to complete information you believe is incomplete.

The right to erasure - You have the right to request that Torch erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that Torch restricts the processing of your personal data under certain conditions.

The right to object to processing - You have the right to object to Torch's processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that Torch transfers the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please see the "How to contact us" section below.



Changes to our Privacy Policy

Torch keeps its Privacy Policy under regular review and places any updates on the web page: www.torchhub.org.uk

How to contact us

If you have any questions about Torch's Privacy Policy, the data we hold on to you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: office@torchhub.org.uk

Call us: 0118 380 0260 or

Write to us: Torch Help Hub, Greyfriars Christian Centre, 64 Friar Street, Reading, RG1 1EH.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Torch has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Website: <https://ico.org.uk> Telephone: 0303 123 1113