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A NEW HOPE, CUMBRIA C.I.C

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PRIVACY POLICY

Reviewed 14/03/2025 by Louise Ritson
Next review March 2026

Policy Statement

This privacy policy sets out how A NEW HOPE, CUMBRIA C.I.C uses and protects any information that you give to us when you use this website.

A NEW HOPE, CUMBRIA C.I.C is committed to ensuring that your privacy is protected. If we ask you to give us personal information when using this website, then it will only be used in accordance with this privacy statement.

A NEW HOPE, CUMBRIA C.I.C may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

For the purpose of the Data Protection Act 1998 (DPA) and the General Data Protection Register 2018 (GDPR), the data controller is A NEW HOPE, CUMBRIA C.I.C.

When you contact us via telephone, email, using our contact form, or by registering for or attending a meeting or event organised by us:

We may collect the following information:

- Name
- contact information including email address and phone number and/or job title.
- demographic information such as postcode, diversity
- other information relevant to your enquiry

Non sensitive details (your email address etc) when transmitted normally over the internet cannot be guaranteed to be 100% secure. Whilst we take all possible means to protect your personal information, we cannot guarantee the security of any information you transmit electronically to us.

What we do with the information we gather

- We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:
- Internal record keeping.
- We may use the information to improve our service by, for example, acting on the comments we receive on our service user evaluation forms.
- At times we may need to share anonymized information with our funders for reporting purposes.
- We may periodically send emails about news or events in your area - information which we think you may find interesting or useful - using the email address which you have provided. We will ask for your permission before we add your details to our e-share list.
- From time to time, we may also use your information to contact you for service user feedback. We may contact you by email, phone or mail.

Withdrawing consent
If you have previously agreed to us logging your personal information, you may change your mind at any time, simply by putting this in writing to us.

We will not sell, distribute, or lease your personal information to third parties. We will only add your email address to our e-share mailing list or email you information when you give us your permission.

You may request details of personal information which we hold about you under the Data Protection Act 1998. In most cases no fee will be payable. If you would like a copy of the information held on you, please use the address below to contact us.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be inaccurate.

Security
We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

People who contact us via social media
If you send us a private or direct message via social media you will receive an auto-response followed by interaction with a member of A NEW HOPE, CUMBRIA C.I.C who will respond to you. After responding to your query the message will then be deleted, and it will not be shared with any other organisations.

Controlling your personal information
Whenever you are asked to fill in a contact form on the website you will need to click the consent box to agree to your information being uploaded to our confidential data management system. This also indicates your permission for us to email you in response.

How we use cookies
A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to the needs of our servicer users. We only use this information for statistical analysis purposes and the data is automatically removed from the system after one year.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

People who make a complaint to us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant, and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whomever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.