



HOPE Charity Project Privacy Notice

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Who we are

HOPE Charity Project supports families and young people across West Sussex by providing emotional wellbeing services and early intervention support. We are based at Wild Heart Hill in Findon and work with around 150 families each year.

What information we collect

We may collect basic personal information such as your name, phone number, email address, and general details about your involvement with HOPE (e.g. service use, volunteering, referrals). We do not collect medical records or formal case notes.

Why we collect your data

We collect your information so we can:

- Contact you about support sessions, groups or events
- Keep a record of services we've provided
- Safely manage volunteers and supporters
- Meet legal obligations (e.g. safeguarding or accounting)

How we store and protect your data

All data is stored securely using OneDrive, with password protection and limited access. Only authorised members of the HOPE team can access your data.

Who we share data with

We do not share your data with anyone unless:

- You give us permission
- It's necessary for safeguarding or legal reasons
- We're working with a trusted third party who supports our services (e.g. secure cloud storage)

How long we keep your data

We only keep your data for as long as necessary. For most support services, this means up to 2 years after your last contact with us, unless the law or our funders require us to keep it longer.

Your rights

You have the right to:

- See what data we hold about you
- Ask us to correct anything that's wrong

- Withdraw consent or ask us to delete your data
- Raise a concern with the Information Commissioner's Office (ICO)

Contact us

If you have any questions or would like to exercise your rights, contact:

Claire Sherman

Founder and Lead

Email: Claire@hopecharityproject.org

Address: HOPE Charity Project, Wild Heart Hill, Findon, West Sussex