

Mama Haven Privacy Policy

Our contact details

Name: Mama Haven

Registered Charity No: 1194498

Address: 196, Freston Road, London W10 6TT

Phone Number: 07377 415813

E-mail: info@mamahaven.org

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers for example, first name and surname, residential/postal address, email and telephone number
- Date of Birth
- Number of children under 18 (but not their names or dates of birth)
- Financial information for example if you receive state benefits and if employed, job title and gross annual income by category
- Transaction data this includes details of services we may have provided you with
- If you use our website we may also collect certain information automatically from your device, though we do this in a very limited way.
- This includes internet protocol (IP) address, browser details, device data, digital activity on our website like browsing actions, your interests, preferences, feedback and survey responses

We do not generally collect any Special Categories of Personal Data (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, criminal offences, information about your health. However, we may indirectly collect gender data to enable Mama Have to assess those who access our services.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Active/Direct Collection. You may give us your personal details, as detailed above by completing questionnaires/forms or by registering on our website.
- We also collect data when you correspond with us by post, phone, email or otherwise.
- When you apply for our services
- Automated collection. As stated above, when you interact with our website, we may automatically collect technical data from your device.
- Collecting this information enables us to better understand the visitors who come to our Website, where they come from, and what content on our Website is of interest to them. We may use this information for our internal analytics purposes and to improve the quality and relevance of our Website to our visitors. For information about viewing the cookies please refer to our Cookie Notice on our website.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Third parties, partners or publicly available sources. We may receive personal data about you from various third parties, for example partner organisations and publicly available sources.
- We only collect data from third parties & partners who have your consent or are legally permitted to disclose your details to us.

We use the information that you have given us in order to:

- To provide & process the services you have requested
- To register you as a user of the training provided via Mama Haven
- To contact you by email, post, text message or phone with relevant communications about our services (in accordance with your communication and consent preferences)
- To personalise the services we offer you through relevant communications, where you have given your consent for this
- To record your interactions with us

We may also share this information with any other person with your consent to the disclosure.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@mamahaven.org.

(b) We have a contractual obligation. For example where we need to perform the contract we are about to enter into or have entered into for you when offering our services

(c) Where we need to comply with a legal obligation.

(d) We have a vital interest.

(e) We have a legitimate interest and your interest and fundamental rights do not override those interests.

How we store your personal information

Your information is securely stored electronically using password protected technology including our email hosting service, computers, external storage devices and telephones. Any information sent by post or other non-digital means, will be scanned electronically and saved using an electronic device.

We keep your name and contact details for as long as it is needed for that purpose it was collected for. As soon as it is not needed, then it will be deleted. We will then dispose your information by deleting emails, electronic and telephone records. Any correspondence sent by post will be destroyed upon being scanned electronically. We continually review what information we hold and will delete it when no longer needed. We will not keep records beyond two years when no longer needed. We also use technics such as encryption and pseudonymization to enhance data protection.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at infor@mamahaven.org or write to us at 196, Freston Road, London W10 6TT if you wish to make a request.

Updates to this Privacy Notice

We may update this Privacy Notice from time to time in response to changing legal, technical or service developments. When we update our Privacy Notice, we will take appropriate measures to inform you, consistent with the significance of the changes we make. This may be by posting a notice on the Website or notifying you. We encourage you to review this Notice to be informed of how Mama Haven is processing your personal information.

You can see when this Privacy Notice was last updated by checking the date displayed in the bottom righthand corner of this Privacy Notice.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@mamahaven.org.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>