



Community Services managed by Hart Voluntary Action Limited

Privacy Notice

Introduction

This Privacy Notice relates to our Community Services which include: Counselling Services, Hart and Rushmoor Young Carers, Hart's Community Garden, Hart Health Walks, Hart Volunteer Centre.

The processing of your personal data is carried out by Hart Voluntary Action Limited (HVA). HVA is a registered charity in England & Wales No: 1119912. HVA is registered with the Information Commissioner's Office (ICO) for the United Kingdom and the Channel Islands, registration number Z2108957.

We respect your privacy and are committed to maintaining the security of your personal information. This notice outlines how and why we collect and use personal data. We want to ensure you are informed and in control of your personal data.

Please be assured that we will never sell your personal data, and will only ever share it with third parties where we have your permission to do so, or where it is required under Duty of Care.

Questions

If you have any questions about how your data is used, you can contact the Chief Executive of HVA directly, by contacting ceo@hartvolaction.org.uk, calling 01252 815652 or writing to Hart Voluntary Action, Civic Offices, Harlington Way, Fleet, GU51 4AE

What information we collect, use and why:

We collect the following information to provide our Community Services, including delivery and third-party referrals. Please note we will only collect personal information from the list below where it is specifically required to support your engagement with one or more of our Community Services

- Your name and contact details (email address, postal address and telephone numbers)
- If you are child under 18 years and/or a young carer/young adult carer, the names and contact details of other people you are living with (eg parents, grandparents, carers, siblings, other relatives)
- Gender
- Date of birth
- Ethnicity
- Emergency contact details
- Photographs

- Service use history
- Health information (including medical history, medical conditions, allergies, disabilities, mental health conditions) for you and other people you are living with
- Dietary information
- Next of kin contacts
- GP Surgery contacts
- School/education establishment attending
- Employment status
- Information about support requirements
- Information about work, home and living conditions

By contacting HVA, and giving all or part of the above information, it is understood that you consent to HVA storing your personal information.

Where we get the information from:

- Directly from you
- Family members or carers
- Health and care providers
- Social services
- Charities or voluntary sector organisations
- Schools, colleges or other educational establishments
- Public sector organisations

How we use this information

We will use your information to contact you about general management and administration of the HVA Community Service(s) you are engaging with.

Anonymised data

After the prescribed data retention period, HVA will aggregate and anonymise personal data so that it can no longer be linked to any particular individual. This is for data protection and monitoring and evaluation purposes.

How do we protect personal information?

HVA uses secure online storage solutions (either through its own IT data storage or that provided by vetted/ISO accredited third party data processors) to store/record your personal information. Access to personal information is limited to appropriate HVA staff only. No personal information is stored at any of the venues where our Community Services takes place. We also take appropriate measures to ensure that the information disclosed to us is kept secure, accurate and up to date, and only used to help us deliver our Community Services effectively.

Withdrawing consent

You can change or withdraw your consent for us to hold or to use your/your child's personal data for the purposes set out above by contacting admin@hartvolaction.org.uk. Please be aware that by withdrawing consent your consent, we will have to terminate your engagement with any of our Community Services.

Changes to personal details

If your personal details change, please help us to keep your information up to date by notifying us in writing to admin@hartvolaction.org.uk.

We reserve the right to amend this privacy notice so please do check back from time to time. If we do so, we will post notice of the change on our website and make every effort to inform you of any material changes to the notice.

Complaints

If you have any complaints about how your data is used, you can contact the Chief Executive of HVA directly, by contacting ceo@hartvolaction.org.uk or calling 01252 815652.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at <https://ico.org.uk/>

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- Your right to erasure - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- Your right to object to processing - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)

- 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. [Read more about the right to data portability.](#)
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details on page one of this Privacy Notice.

Last Review: January 2026