

PRIVACY POLICY

Hillsborough Survivors Support Alliance Privacy Policy

Who we are

This website is operated by the Hillsborough Survivors Support Alliance (HSA). We ask that you read this privacy notice carefully, as it contains important information on who we are, how and why we collect, store, use, and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

The HSA (“We,” or “Us”) collects, uses and is responsible for certain personal information about you. For those in the European Union, we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible as controller of that personal information for the purposes of those laws.

This policy was last modified on June 3rd 2022

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details).

How we get the personal information and why we have it

We may collect personal information such as your name, email address, telephone number and any other personal information you choose to share when you reach out to us for support, give us feedback, participate in optional surveys, subscribe to marketing, attend our events, participate in product research or training or otherwise interact or communicate with us. This includes the use of our contact and registration forms and through email.

We use the information that you have given us in order to communicate with you, respond to queries you send us and organise events and activities.

Under the General Data Protection Regulation (GDPR), the lawful base we rely on for processing this information is your consent. You are able to remove your consent at any time. You can do this by emailing [**hsadirectorate@gmail.com**](mailto:hsadirectorate@gmail.com)

How we store your personal information

Your information is securely stored and password protected.

We periodically evaluate the personal data we hold to determine whether we should continue to hold it or whether it should be destroyed.

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 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 using our contact form or email hsadirectorate@gmail.com if you wish to make a request.

WhatsApp Groups

By subscribing to our WhatsApp groups, you consent to allow us to use your contact details. We will never share any personal information outside of the group without your express permission or in an emergency situation. Please refer to WhatsApp policies for further information and check your own device privacy settings before sharing.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us through our contact form or email us: hsadirectorate@gmail.com

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

The ICO's address is:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>