



Homemakers Community Recycling Privacy Policy

Our contact details

Name: The HCR Manager

Address: The Chapel, The Old Workhouse, Union Road West, Abergavenny, NP7 7RL

Phone Number: 01873 857618

E-mail: shaunhomemakers@aol.com

Homemakers are a Charity based in Monmouthshire.

We offer a bulky waste collection, property clearance, and reuse services.

The type of personal information we collect

Here at Homemakers, we take your privacy seriously and will only use your personal information to provide the services you have requested from us. For example, we may take your name, address and telephone number, if you are booking in a bulky furniture collection. We treat the data you give us confidentially.

Homemakers will make sure that all the personal data you give us is:

1. Treated in a fair and transparent manner
2. Collected for a specific purpose and not used for anything else
3. Only kept for the minimum amount of time
4. Kept up to date or erased or rectified if you tell us its inaccurate
5. Kept safely to avoid loss, destruction, damage or theft

How we get the personal information and why we have it

When you call us, email us or use direct messaging via social media to discuss our services (whether, to request a collection or to register a complaint) your data will be used only for the purpose you give it. We will not pass your details onto anyone else. Sometimes we have to report to other organisations about our performance (for example about the number of complaints we get), but when we do this, we remove all personal data that could identify you from this data.



When you call us to arrange a service, we will take personal details from you. This is with your consent. The personal information we process is provided to us directly by you for one of the following reasons:

- For Homemakers to provide information on our service's
- To provide the service that you require: –
- A Collection
- A Property Clearance
- The Purchase of items
- The Delivery of items.

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

To fulfil your request for any of our services listed above.

Your data will only be used for the service that you want us to provide.

We do not and will not collect personal data for marketing purposes

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

Your consent. You are able to remove your consent at any time. You can do this by contacting:

The HCR Manager
The Chapel
The Old Workhouse
Union Road West
Abergavenny
NP7 7RL

Phone Number: 01873 857618

How we store your personal information

Your information is securely stored.

- We keep Personal identifiers, contact phone number, collection address, and Email address for a minimum amount of time. We will then dispose your information by shredding information held in paper form, deleting the information held from the database.



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: -

The HCR Manager
The Chapel
The Old Workhouse
Union Road West
Abergavenny
NP7 7RL

Phone Number:01873 857618

If you wish to make a request.



How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

The HCR Manager
The Chapel
The Old Workhouse
Union Road West
Abergavenny
NP7 7RL

Phone Number:01873 857618

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>