Homemakers Community Recycling

Privacy Policy

Last Updated: October 2026

1. Who We Are

Homemakers Community Recycling is a registered charity providing reuse, recycling, bulky waste collection, property clearance, furniture delivery and related community services.

Contact Details

Data Controller: Homemakers Community Recycling

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

Telephone: 01873 857618

Email: info@hmcrecycling.co.uk

If you have any questions about this Privacy Policy or how we use your personal information, please contact us using the details above.

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2. The Information We Collect

We may collect and process the following personal information:

- Name
- Address
- Telephone number
- Email address
- Delivery and collection details
- Property access information necessary to provide our services
- Records of communications between you and Homemakers
- Complaint and feedback information

- Donation or purchase records where relevant

We only collect personal information that is necessary for us to provide our services or fulfil our legal obligations.

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3. How We Collect Your Information

We collect information directly from you when you:

- Contact us by telephone
- Send us an email
- Contact us via social media messaging services
- Visit our premises
- Arrange a collection, delivery or property clearance
- Purchase or donate items
- Submit a complaint, compliment or enquiry

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4. How We Use Your Information

We use personal information to:

- Arrange and manage furniture collections
- Arrange and manage property clearances
- Deliver purchased items
- Process donations
- Process Gift Aid
- Respond to enquiries
- Handle complaints and feedback
- Improve our services
- Meet legal, regulatory and insurance requirements

We do not sell personal information to third parties and we do not use your personal information for commercial marketing purposes.

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5. Our Lawful Basis for Processing

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

Contract

Where processing is necessary to provide a service you have requested, such as:

- Furniture collections
- Property clearances
- Deliveries
- Purchases

Consent

Where you have given clear permission for us to process your information for a specific purpose.

You may withdraw your consent at any time by contacting us.

Legitimate Interests

Where processing is necessary for the effective operation and improvement of our charitable services, provided your rights and freedoms are not overridden.

Legal Obligation

Where we are required to process information to comply with legal or regulatory requirements.

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6. Sharing Your Information

We will only share personal information when:

- Required by law
- Necessary to protect the safety of individuals
- Required by insurers, legal advisers or regulatory bodies
- Necessary for service delivery and only where appropriate safeguards are in place

We do not sell or rent your personal information to third parties.

When reporting service information to funders, trustees or partner organisations, statistical information will normally be anonymised so that individuals cannot be identified.

7. How We Store and Protect Your Information

We are committed to keeping your information secure.

We use appropriate organisational and technical measures to protect personal data against:

- Unauthorised access
- Accidental loss
- Destruction
- Alteration
- Disclosure

Paper records are stored securely and electronic records are protected through appropriate access controls.

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8. How Long We Keep Your Information

We retain personal information only for as long as necessary to fulfil the purpose for which it was collected or to meet legal, insurance and regulatory requirements.

Typically:

- Collection and delivery records are retained for up to **3 years**
- Financial records are retained for **7 years** where required by law
- Complaint records are retained for up to **3 years**
- Volunteer and employee records are retained in accordance with relevant employment and charity regulations

When information is no longer required, it will be securely destroyed, deleted or anonymised.

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9. Your Data Protection Rights

Under UK data protection law, you have the right to:

Right of Access

Request a copy of the personal information we hold about you.

Right to Rectification

Request correction of inaccurate or incomplete information.

Right to Erasure

Request deletion of your personal information in certain circumstances.

Right to Restrict Processing

Request that we limit how we use your personal information.

Right to Object

Object to certain types of processing.

Right to Data Portability

Request transfer of your personal data to another organisation or directly to you where applicable.

Right to Withdraw Consent

Withdraw consent where processing is based on consent.

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10. Making a Data Protection Request

To exercise any of your rights, please contact:

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

Telephone: 01873 857618
Email: info@hmcrecycling.co.uk

We will normally respond within one month of receiving your request.

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11. Website and Cookies

Our website may use cookies and similar technologies to improve functionality and understand website usage.

Further details about any cookies used are available through our website cookie settings and notices.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, guidance or our services.

The latest version will always be available through our website or from our office upon request.

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13. How to Complain

If you are unhappy with how we have handled your personal information, please contact us first so that we can try to resolve your concerns.

You may contact:

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

Telephone: 01873 857618
Email: info@hmcrecycling.co.uk

You also have the right to complain to the Information Commissioner's Office (ICO):

https://ico.org.uk

Document Control

Version	Date	Author	Review Date
2.0	October 2026	Homemakers Community Recycling	October 2027