

CommUnity Home Privacy Policy

How we use your personal information

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1. Introduction

commUnityHome (“we” or “us”) collects and uses your personal information to;

- hold information about hosts, guests, referrers, supporters, ambassadors, volunteers and administrators,
- match hosts to potential guests,
- help us manage subsequent hosting,
- keep hosts’ and guests’ safe whilst hosting,
- inform hosts, guests, home visitors and referrers and
- assist us to monitor and improve.

commUnityHome is the data controller of your personal information and our Data Protection Officer can be contacted using the details in section 11.

2. What personal information do we collect and use?

This will depend on whether you are a; guest, host, referrer, supporter, donor or volunteer or from a partner organisation but may include:

Your full name, address and contact details
Your date of birth
Your sex and preferred pronouns.
Your relationship or marital status
Evidence of your identity
Details of your bank account

As part of our work we may collect and use certain sensitive personal information, including when considering you for a role as host or guest, for example:

Your sexual orientation

Your religious beliefs and practices
Your racial or ethnic origin
Your political views
Information about your health
Information about criminal convictions

3. Where does your personal information come from?

You provide it when you register with us (generally using our host or guest form), when you contact us about the work that we do, or in conversations.

If you are a guest with whom we are not in direct contact your referrer may provide it to us once they have confirmed with us that you have consented to us holding and using it.

We may be provided with some of it from publically accessible resources, like social media.

4. Why do we need your personal information?

The purpose of our collecting and using sensitive personal information is to arrange hosting and protect hosts and guests, safely managing current and subsequent hosting and keeping home visitors and referrers safe and informed about the hosting. If we are not provided with it by you or the guest referrers, it may not be possible for us to arrange hosting, or find guests, for you.

5. Why do we need your consent?

The legal basis for our collecting and using sensitive personal information is that we have your consent to do so.

6. What do we do with your personal information?

We may use it to;

- share with third parties such as hosts, guests and volunteers.
- share with appropriate third parties who refer potential guests to us for the purposes of matching hosts and guests, for example, charities, agencies and authorities and others such as the Charity Commission and HMRC with whom we are authorised, or required by law, to do so.
- share with our professional advisers and other service providers, including our IT and system providers.
- email and send you texts about campaigns, events, opportunities and support systems.
- administer and improve the website, enabling your use of the services available.
- send statements and receipts to you, and collect payments from you.
- send you general (non-marketing) communications.
- send you email, text and telephone notifications which you have specifically requested.

- send you marketing and fundraising communications relating to commUnityHome and our campaigns;
- deal with enquiries and complaints made by or about you

We use aggregated anonymised data to help us better target our publicity to recruit hosts, home visitors, guest mentors, guests and their referrers, if they have them.

Some of the third parties with whom we share your personal information may be located outside the European Economic Area (EEA) and the UK. This may happen if our IT providers use computer services located or backed up in a country outside the EEA and the UK. Under data protection legislation we can do so if;

- (a) the country to which your personal information is being transferred has been confirmed by the European Commission to provide adequate protection for personal information; or
- (b) the entity that is holding your personal information has entered into a written contract which requires it to provide all protections to your personal information required by data protection legislation.

Further information about transfers of personal data outside the EEA and the UK can be obtained by contacting us at the address below.

7. How do we protect your personal information?

We are committed to taking all reasonable steps to protect your personal information. We cannot guarantee the security of personal information disclosed to us as there is necessarily an inherent security implication risk to providing it, but we enable access controls and store it on secure, encrypted servers.

8. How can you access, update and withdraw your personal information?

Data protection legislation gives you the following rights in relation to personal information held by a third party:

- To ask what personal information is held about you and be provided with a copy;
- To ask that your personal information be corrected or completed;
- To ask for personal information to be deleted or for processing of that personal information to stop in certain circumstances, for example, when that information has changed, or is no longer needed;
- To object to our processing of your personal information, under certain conditions.
- To request that certain types of personal information held about you is sent to you, or another organisation, in a format that can be read by computer.
- To withdraw your consent to how your personal information is being processed, where that processing was based on your consent.

Exercising these rights is subject to certain restrictions under data protection legislation. For more information about these rights, you can write to us at the email address in section 11.

9. Complaints

If you are unhappy with how we process and use your personal information and we have been unable to resolve this for you, you have the right to lodge a complaint with The Information Commissioner's Office at www.ico.org.uk

10. Changes to our privacy policy

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately once posted. If we make material changes to this policy we will tell you here that it has been updated. The last update was 31/07/2025.

11. Contact us

If you have any questions contact us at info@communityhome.org.uk