



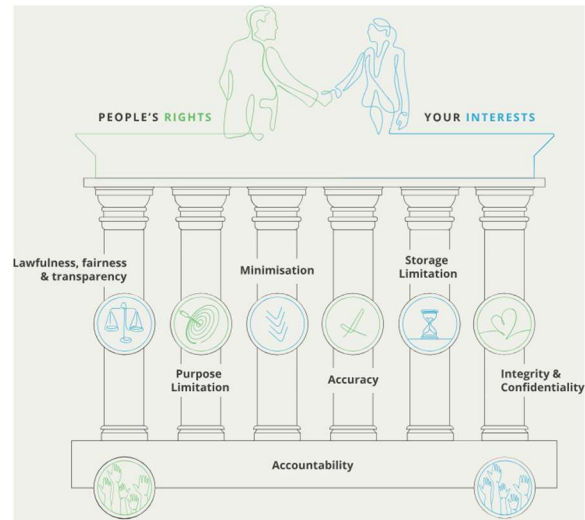
At Home in Guernsey Privacy Notice

At Home in Guernsey are committed to protecting your personal data and respecting your privacy. This notice explains how we collect, use, store, and share your information.

Who we are

At Home in Guernsey is a registered charity. Our purpose is to support people who are at risk of or experiencing homelessness. We only use your personal data in ways that are lawful and necessary to deliver our services and meet our legal obligations. We are registered with the Office of the Data Protection Authority (ODPA) as required under the Data Protection Law.

We work in accordance with the Seven Data Protection Principles.



What information we collect

We may collect and process:

- Your name and contact details (address, phone, email).
- Personal information you give us when using our services.
- Information about your health, wellbeing, or support needs (special category data).
- Records of communication with you.
- Information required for safeguarding, legal, or reporting purposes.

Why we collect your data

We use your personal data in order to:

- Provide you with support and services.
- Keep in touch with you about our work.
- Meet our safeguarding and legal duties.
- Monitor and improve our services.
- Comply with charity governance and reporting requirements.

Our legal basis for processing your data

Under the **Data Protection (Bailiwick of Guernsey) Law, 2017**, we process personal data when:

- It is necessary for us to deliver our charitable services (legitimate interests).
- We have your consent (for example, to send you updates).
- We have a legal or regulatory obligation.

For **special category data** (such as health, ethnicity, or religious beliefs), we rely on the following condition:



“The processing is in the context of not-for-profit organisations that exist for political, philosophical, religious or trade-union purposes.”

As a not-for-profit charity, we ensure your data is only used for purposes that relate to our aims, and not shared outside of the organisation without your consent unless required by law.

Who we share your data with

We will not sell or trade your personal data. We may share information only when necessary with:

- Partner organisations providing direct support.
- Statutory bodies (if required for safeguarding or legal reasons).
- Regulators and auditors, where required by law.

How we keep your data safe

We store your data securely and restrict access to authorised staff and volunteers only. We use appropriate technical and organisational measures to protect your data from loss, misuse, or unauthorised access.

How long we keep your data

We only keep your personal data for as long as is necessary for the purpose it was collected. When no longer needed, it will be securely destroyed.

Your rights

Under the Data Protection Law, you have the right to:

- Access the personal data we hold about you.
- Request correction of inaccurate information.
- Request deletion of your data (where appropriate).
- Withdraw consent (where consent is our legal basis).
- Complain to the **Office of the Data Protection Authority (ODPA)** if you are unhappy with how we handle your data.

Contact us

If you have any questions about how we handle your data, please contact:

Data Protection Lead
At Home in Guernsey

info@athome.gg

07781 150 478