

## Data Subjects Rights Procedure

### Your Data

Porchlight holds a range of data on our stakeholders, this includes data on service users, donors, staff and volunteers. We use this data in order to provide our services and to keep in touch with people.

Our Privacy Statement outlining in more detail how the charity processes your data can be found here: [www.porchlight.org.uk/privacy-statement](http://www.porchlight.org.uk/privacy-statement), you can also contact Porchlight's head office on 01227 760078 or [headoffice@porchlight.org.uk](mailto:headoffice@porchlight.org.uk) to request a copy of this.

Porchlight is certified with ISO 27001:2013 Information Security, an international standard which demonstrates the charity is following information security best practice. In order to achieve this standard Porchlight has been certified as compliant by an independent certification body.

### Your Rights

The Data Protection Act 2018 enshrines new rights for individuals which were first brought in under the European General Data Protection Regulations.

You have the right to make the following subject access requests:

- Access your data – you can request copies of the information the charity holds on you
- Rectify your data – you can ask the charity to correct any information it holds on you where this is inaccurate
- Erase your data – you can request that the charity deletes the data it holds on you, however the deletion of your data may not always be possible, e.g. where there is a legal requirement that it be kept for a set time
- Restrict your data – you can request that the charity no longer uses your data or only uses it for certain purposes
- Port your data – you can request that the data the charity holds on you be transferred to another charity or agency in an easy to use format
- Raise an objection – you can make an objection as to how the charity is using your data, all data processing will halt until the objection is resolved
- Complain – you can make a complaint regarding the charity's use of your data, please see below for further information

## Making a subject access request

A request must be made in writing however this can be on paper or electronically, please send your request to [headoffice@porchlight.org.uk](mailto:headoffice@porchlight.org.uk) or send it to our head office:

Compliance Manager  
Porchlight  
18-19 Watling Street  
Canterbury  
CT1 2UA

Please clearly outline what type of request you are making (i.e. which of the reasons in the list above), what data your request is about, and the timeframe of the data you are requesting.

Please note that requests can only be made for your own data or a person's data where you have the authorisation to request it, e.g. your child or as a nominated person. Depending on the nature of your request, you may be asked to provide identification in order to verify your identity or to evidence your authorisation to act on another person's behalf.

There is no charge for requesting access to your data and Porchlight will provide this to you within one calendar month of your request. Your data will be provided to you electronically in pdf format with, if required, supporting materials to help you understand it.

Porchlight has the right to withhold personal data where it will adversely affect the rights or freedoms of other persons, and parts of your data may be redacted where necessary.

## Making a complaint

If you wish to make a complaint regarding the charity's use of your data or the way the charity has handled an access request, in the first instance you can seek recourse through Porchlight's complaints procedure.

A complaint must be made in writing however this can be on paper or electronically, you can complete the Compliments, Comments and Complaints form [online](#), email your complaint to [headoffice@porchlight.org.uk](mailto:headoffice@porchlight.org.uk) or post it to our head office at the address above. You can also contact us on 01227 760078 and request a paper copy of the form to be sent to you.

If you are not satisfied with the outcome of your complaint you can further refer the matter to the UK's supervisory or regulatory bodies:

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
<https://ico.org.uk/>

Fundraising Regulator  
2nd floor, CAN Mezzanine Building  
49-51 East Road  
London  
N1 6AH  
<https://www.fundraisingregulator.org.uk/>

