CREW Heart Support Group (HSG)

Privacy Policy

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(January 2026)

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Our contact details:

Name: CREW Heart Support Group

E-mail: crewpartners.hsg@gmail.com

Website: https://crewheartsupport.co.uk

Your privacy is very important to us. It is CREW HSG's policy to respect your privacy regarding any information we may collect from you. It is important to explain what we do with people's data and make sure they know about it in advance because being clear helps build trust, avoids confusion, and lets everyone know what to expect.
This policy aims to explain:

1. the type of information we collect
2. how we collect it
3. why we need people's personal data,
4. what we plan to do with it/how we use it, and if/when we share it with anyone else.
5. how long we plan to keep it,
6. your data protection rights and
7. how to complain

NB *CREW promotes local exercise classes which are run by fully qualified, self-employed British Association for Cardiac Rehabilitation (BACR) or Cardiac Phase 4 rehab instructors. These sessions are completely independent of CREW and the instructors have their own policies and procedures.*

1. The type of personal information[1] we collect:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics i.e. members' name, landline and/or mobile phone number, home address and email address
- Bank details of Bonus Ball members
- Website user stats and Mailchimp data and stats

2. How we collect the personal information

The personal information we process is provided to us directly by you e.g. by completing our application form and joining our Bonus Ball.

3. Why we need your personal information

[1] what constitutes personal information gives more information ICO (Information Commissioner's Office)

We have your personal information for one of the following reasons:

- For our members' list
- To run the Bonus Ball
- To organise walks
- To organise events e.g. the annual lunch, summer social
- To send general updates

4. How we use it

We use the information that you have given us in order to send you news and information e.g. about walks and social events and to organise social events such as the annual lunch, Pulse Bulletins (newsletter).

We may share generic information e.g. town and region with funding partners.

CREW's website www.crewheartsupport.co.uk may link to external sites that are not operated by us e.g. British Heart Foundation. We have no control over the content and practices of these sites, and cannot accept responsibility or liability for their respective privacy policies.

CREW's website uses a third party service, WordPress, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is processed in a way which does not identify anyone. We do not make, and do not allow WordPress to make, any attempt to find out the identities of those visiting our website.

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

(a) Your consent. You can remove your consent at any time. You can do this by contacting us via email: crewpartners.hsg@gmail.com

(b) We have a contractual obligation e.g. as part of grant applications.

(c) We have a vital interest.

(d) We have a legitimate interest.

5. How we store your personal information

Your information is securely stored in the following ways:

- In the Secretary's locked filing cabinet (hard copies of initial application forms and attendance sheets)
- Electronically i.e. on Trustee and Secretary PCs/laptops all of which have password or fingerprint protection, on the Charity's bank account which is password encrypted and can only be accessed by nominated Trustees, on CREW's website which is password protected by the owner (Secretary)

6. How long we plan to keep it

We keep the collected information while you are a member and/or after 7 years. We will then dispose of your information by deleting electronic records and shredding hard copies (application forms and attendance sheets).

7. 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 crewpartners.hsg@gmail.com if you wish to make a request.

8. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at crewpartners.hsg@gmail.com

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

Updates and revisions
CREW's policy, procedures and guidelines will be reviewed on a regular basis. They are subject to change at any time, based on updated legislation and feedback regarding best practice.

Policy approved by: The Board of Trustees
Date policy reviewed and approved: 28th January 2026
Next review date: 29th January 2026


