

# **Privacy Notice**

We want everyone who supports us, or who comes to us for support, to feel confident and comfortable with how any personal information you share with us will be looked after or used. This Privacy Policy sets out how we collect, use, and store your personal information (this means any information that identifies or could identify you).

The Loose Ends Privacy Policy may change so please remember to check back from time to time, this version was last updated on 6th June, 2018.

1. **Who we are**

At Loose Ends we are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

We are a "data controller" for the purposes of the Data Protection Act 1998 and (from 25 May 2018) the EU General Data Protection Regulation 2016/679 ("Data Protection Law").  This means that we are responsible for, and control the processing of, your personal information.

1. **How we collect information about you**

 We want to ensure that everyone we deal with receives both support and respect. We want to make sure you receive the communications that are most relevant to you, be it through visiting our website or receiving emails, post, or phone calls. We want to make sure you receive the best attention when you become a member or volunteer, use our services or make a donation.

We collect information from you in the following ways:

* When you interact with us directly: This could be if you ask us about our activities, make a donation to us, apply for volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, visit our website, or get in touch through the post, or in person.
* When you interact with us through third parties: This could be if you provide a donation through a third party such as Just Giving and provide your consent for your personal information to be shared with us.
* When you visit our website

### **Information we collect and why we use it**

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number as well as information you provide in any communications between us.

1. **We will mainly use this information:**
* To process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions.
* To update you when necessary with important administrative messages about your donation
* To comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which require us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donations.
* When you volunteer with us, to administer the volunteering arrangement.

1. **Legal basis for using your information**

In some cases, we will only use your personal information where we have your consent or because we need to use it in order to fulfil a contract with you.

However, there are other lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for Loose Ends to process your information to help us to achieve our vision of ensuring that everyone experiencing a problem gets both support and respect.

Whenever we process your Personal Information under the ‘legitimate interest' lawful basis we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

Some examples of where we have a legitimate interest to process your personal information are where we contact you for our legal purposes (for example, dealing with complaints and claims), or for complying with guidance from the Charity Commission.

1. **Sharing your Information**

The personal information we collect about you will mainly be used by our volunteers at Loose Ends so that they can support you.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities.

1. **Legal disclosure**

We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority); or, in order to enforce our agreements.

1. **Keeping your information safe**

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control from improper access, use, alteration, destruction and loss.

Unfortunately the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

1. **How long we hold your information for**

We only keep it as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations (for example, the collection of Gift Aid).

### **Your rights**

You have various rights in respect of the personal information we hold about you – these are set out in more detail below.  If you wish to exercise any of these rights or make a complaint, you can do so by contacting our Administration team:

* by post to: Loose Ends, Morton Hall, Newbury Baptist Church, Cheap Street, Newbury, RG14 5DD,
* by email at admin@looseendsnewbury.org
* by phone on 07887 978 546

You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk/>: [

* Access to your personal information: You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge.  Please make all requests for access in writing, and provide us with evidence of your identity.
* Right to object: You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.  Please contact us as noted above, providing details of your objection.
* Consent: If you have given us your consent to use personal information, you can withdraw your consent at any time.
* Rectification: You can ask us to change or complete any inaccurate or incomplete personal information held about you.
* Erasure: You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.
* Portability: You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.
* Restriction: You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.
* No automated-decision making:  Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention.  You have the right not to be subject to automated decisions that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law.  You also have certain rights to challenge decisions made about you.  We do not currently carry out any automated decision-making.

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.

1. **Monitoring**

Your communications with our team (including by telephone or email) may be monitored and/or recorded for training, quality control and compliance purposes to ensure that we continuously improve our standards.

To find out more about this policy and how we look after your personal information, contact our administration team at:

 admin@looseendsnewbury.org or by telephone on 07887 978 546.