

Privacy Notice

Data controller: Respected Telephone: 07804 942794

Email: office@respected.org.uk

At Respected we respect your privacy and are committed to being transparent about how we collect and use your data and to meeting our data protection obligations. By providing us with your personal data, you consent to the collection, use and transfer of your personal data under the terms of this Privacy Policy.

This policy, together with our **Terms of Use** and **Cookie policy** sets out the basis on which Respected collects or processes any personal data from you.

For the purposes of this document:

“**Donor**” is defined as a person who is making or has made a financial donation to the charity.

“**Supporter**” is defined as a person who is supporting the charity in other ways eg taking an active interest, helping to informally publicise, supporting/buying tickets for fundraising events etc.

We recognise that some people may be both at times during their relationship with the charity.

“**Service user**” is defined as a person who is using the service that Respected provides eg school teacher making an enquiry about booking our education sessions

What personal data does Respected collect and how do we collect it?

We collect your name and contact details in order to communicate with you effectively. If you are a donor we have a record of your donation history and may also have your bank account details and postal address in order to collect gift aid if applicable. The data has been collected from information supplied by yourself, for example, when you visit our website, enter your details on to our website, contact us by email/phone/social media/letter, verbally with our staff, when you enter into an agreement for provision of services with us or complete a giving/support/gift aid form.

What is the legal basis for processing your personal information?

We have a legitimate interest to process certain data such as details of school contacts in order to provide our services. The legal basis for processing other personal information relating to you is that you have given us consent to keep your contact details. For donors, we have a legal requirement under tax law to keep your donation history and, if collecting gift aid on donations, your bank account details and postal address.

What is the personal data used for?

We will use the contact details you give us to contact you via phone, email, social media and post (or by whichever means to which you have consented) so that we can send you information about our charity and the education programme it provides, arrange/manage schools bookings, update you on our activities, events, meetings and funding needs and thank you for your support. For those who have consented to gift aiding, we will use these details to collect gift aid on your donations. We may also analyse the data we collect so that we can administer, support, improve and develop our organisation. We may ask you for information when you report a problem with the website in order to verify your identity. In particular, we may use your data to contact you about important changes or developments to the website or our charity. Further, where you have consented by any means, we might also use your information to let you know about other operations which may be of interest to you and we may contact you by post or telephone, as well as by email.

How do we keep the personal data safe?

We take the security of your data very seriously. We have internal policies and controls in place to ensure your data is not lost, accidentally destroyed, misused or disclosed and is not accessed except by those in the performance of their duties. We make sure that confidential material is labelled as such, that paper copies are locked away and that electronic files are password protected and encrypted where necessary. It will only be shared with those within Respected where it is necessary for the performance of their roles.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to us. Any transmission is at your own risk. Once we have received your data, we will use appropriate security measures to try and prevent unauthorised access.

Any personal data we have on you will only be held as long as necessary to fulfil the purposes for which it has been collected. If supporters withdraw consent at any time, we agree to erase your contact details. However, for donors, for legal reasons, we will need to keep details of donation history, bank account details and contact details for 6 years after the year end following the last donation. For schools contacts we will keep your contact details for up to 5 years from the date of the last booking you made and then destroy it. For supporters buying tickets for events who do not consent to opt into our supporter data base, their data will automatically be destroyed 28 days from date of ticket purchase.

We may transfer some of your data outside of the EEA for the purposes of data cloud backup only. If we transfer or store your personal data outside the EEA in this way, we will take steps with the aim of ensuring that your privacy rights continue to be protected, as outlined in this privacy policy and in line with the Data Protection Act 2018.

We will only share personal information about you with another organisation if we:

- have a safeguarding concern; or

- are required to by government bodies or law enforcement agencies; or
- engage a supplier to process data on our behalf; or
- have obtained your prior permission.

What rights do you have?

You have the right to ask to:

- access and obtain a copy of your data on request;
- require us to change incorrect or incomplete data;
- require us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where we are relying on its legitimate interests as the legal ground for processing; and
- ask us to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights please contact us on office@respected.org.uk . We will respond to all such requests within 28 days. You can also ask for the data to be deleted, but note that:

- we will not be able to provide information to you if we do not have sufficient information about yourself
- we will not be able to provide a service to the school if we do not have your school contact details
- even after you stop using our services, we may have a statutory duty to retain some types of data for specific periods of time so can't delete everything immediately (see above).

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

Any changes to this Privacy Policy in the future will be posted on the website and, where appropriate, through email notification.

Last updated March 2022