



www.barrowuponsoargns.org.uk

Data Protection & Privacy Policy

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1. Introduction

This Data Protection and Privacy Policy explains how and why we use your Personal Data to ensure you remain informed and in control of your information. This policy applies to anyone that we contact, it includes, but is not exclusive to members, volunteers, the public and professional contacts.

You can ask questions in relation to this Policy and how we use your Personal Data. You can decide not to receive communications from us, and change how we contact you at any time. If you wish to do so, please contact the Barrow upon Soar Good Neighbour Scheme (hereafter referred to as BGNS), by emailing admin@barrowuponsoargns.org.uk or call us on 07771 625 591.

Privacy Statement

Under the **Data Protection Act 2018**, we have a **legal duty to protect any personal information** we collect from you. We will not pass on your details to any third party or government department unless you give us permission to do so or the law requires/permits it. **BGNS is committed to respecting your privacy.** Once you choose to provide us with any information by which you can be identified, you can be assured that it will only be used for the purpose for which it was originally collected.

2. What Is Personal Data?

This Policy sets out how we will control and process data that can be associated with or which relates to a person and/or could be used to identify a person ("Personal Data"). "Non-Personal Data" is therefore any information that does not relate to a person and/or cannot be used to identify a person. When you interact with the BGNS, we may also collect Non-Personal Data. The limitations and requirements in this Policy on our collection, use, disclosure, transfer and storage of Personal Data does not apply to Non-Personal Data. Volunteers with access to Personal Data will be required to sign a **Volunteer Confidentiality and Data Protection Agreement Form.**

3. What Personal Data We Collect

We collect data you provide to us during our usual operations. This includes information you give when joining as a member or volunteer, or communicating with us. For example:

- Personal details (e.g. name, email, address, telephone etc.) when you become a member or volunteer, make an enquiry or attend an event
- Financial information – There will be no financial information taken from members
- Details of your interests and preferences (such as our services you use or enquire about, events you attend, or organisations you represent)
- Demographic e.g. age, gender etc
- Medical and next of kin information for members, volunteers, or anyone participating in an activity or attending an event when this is necessary. Medical information will only be taken if it affects the activity or volunteering you are participating in. For example if you suffer from allergies or have any emergency medications like a GTN spray, Epi pen or Inhalers etc

a. Data collected automatically

We automatically collect certain technical data if you interact with us online via a computer, tablet, smart phone or other online device ("Automatic Data"). Automatic Data, includes without limitation, a unique identifier associated with your access device and/or browser (including, for example, your Internet Protocol (IP) address) and other data collected through Cookies and other similar technologies. You can

find out more information about how we use Cookies and other similar tracking technologies in Section 10 of this Policy.

b. Data created by your involvement with BGNS

Your activities and involvement with BGNS may result in Personal Data being created. This could include details of your enquiries and/or services we have provided to you, input you provide at events we hold, or volunteering you have undertaken for us.

c. Data we generate

We may conduct research and analysis on the information we hold, which can in turn generate Personal Data. For example, profiling your interests and involvement with us to target our communications or analysing input and responses you submit within surveys or handouts.

d. Sensitive Personal Data

We will not normally collect or store sensitive Personal Data (such as information relating to health, beliefs or political affiliation). There are some situations where this will occur, and in these circumstances, we will take extra care to ensure your privacy rights are protected. Such situations may include:

- Accidents or incidents - If an accident or incident occurs at one of our events or involving one of our volunteers, then we will keep a record of this (which may include Personal Data and sensitive Personal Data). We may also be required to share this with the appropriate statutory bodies
- Volunteers - If you are a volunteer then we may collect extra information about you (e.g. criminal records checks, details of emergency contacts, medical conditions etc.). This information will be retained for legal reasons, to protect us and you (including in the event of an insurance or legal claim) and for safeguarding purposes.

4. How We Use Personal Data

We only ever use your Personal Data with your consent, or where it is necessary to:

- Enter onto a job sheet
- Comply with a legal duty
- Protect your vital interests
- For our own (or a third party's) lawful legitimate interests, provided your rights don't override these

In any event, we'll only use your information for the purpose(s) we collected it for and for closely related activities including:

a. Marketing

We may use Personal Data we hold to communicate with you and to promote the BGNS. This includes keeping you up to date with our news, services, events and other relevant information. For further information on this please see Section 6 of this Policy.

b. Administration

We use Personal Data for administrative purposes including:

- maintaining databases of our volunteers, members and contacts
- performing our obligations within our group

- responding to enquiries or providing services (online, over the phone or in person)
- helping us respect your choices and preferences (e.g. if you ask not to receive specific or marketing material, we will keep a record of this)
- Internal data analysis

We may carry out analysis of data to determine the quality and success of communications and marketing, service delivery, and events. This helps inform our work and makes the BGNS a stronger and more effective group. Understanding our members and volunteers, including their interests and priorities helps us provide a better service (e.g. more relevant communications).

c. Anonymising data

We may aggregate and anonymise Personal Data so that it can no longer be linked to any individual person (i.e. it becomes Non-Personal Data). This information can be used for a variety of purposes, such as recruiting new volunteers, attracting members, securing grant funding or to identify trends or patterns within our existing supporter base. This information helps inform our actions and improve our projects/services and materials.

5. Disclosing And Sharing Data

We will never sell your Personal Data. We may contact you with information about third-party services, charities, but these communications will always come from the BGNS and are usually incorporated into our own communications (e.g. leaflets, emails or e-newsletters).

6. Marketing

When you become a BGNS member or volunteer we may contact you from time to time with marketing communications, unless you specifically tell us not to. These will usually be sent via e-mail.

You can choose not to receive marketing communications or change how we contact you at any time. If you wish to do so, please contact us by emailing admin@barrowuponsoargns.org.uk or call 07771 625 591.

Marketing communications include details, news and information about:

- Our Barrow upon Soar Good Neighbour Scheme Group
- Our role to support our community
- Volunteering opportunities
- Activities
- Our events
- Services and offers (our own, and those of third parties which may interest you)
- Taking part in projects (our own, and those of third parties which may interest you)

7. Children

Where possible we will avoid collecting Personal Data from individuals under the age of 18, we are an adult services group so this should never occur unless a safeguarding concern is raised. If you should have any concerns for children, the safeguarding contact details are on the website.

We may collect Personal Data from young people automatically if they choose to engage our services online (see Section 3 of this Policy for more detail). If you are aged 18 or under, please get your parent or

guardian's permission beforehand whenever you access our website or social media pages or provide us with any personal information.

8. How We Protect Data

We always maintain suitable physical, electronic and managerial procedures to safeguard and secure your Personal Data when it is stored or processed within our systems.

Personal Data you transfer to us electronically (e.g. via e-mail, our website, social media or any other online channel) or via post can never be guaranteed to be 100% secure. As a result, while we strive to protect your data, we cannot guarantee the security of any data you transmit to us, and you do so at your own risk.

9. Storage

a. How we store data

We store all Personal Data electronically in a secure and protected computer and cloud-based storage system. We will minimise the collection and storage of Personal Data in hard copy, however where this is essential it will be stored in a suitably secure and protected manner (for example within a locked storage area).

b. Where we store data and how we destroy it after use

We operate a policy of data minimisation. We only use and store information for as long as it is required for the purposes it was collected. How long information will be stored depends on the information in question and what it is being used for. Our Retention Periods will be to review data annually and safely destroy if no longer required.

We will regularly review the type and associated retention periods for information we hold and securely destroy or delete what is no longer required. Your right to ask for data to be deleted is set out in Section 11.

10. Cookies & Privacy Online

a. Cookies

A Cookie is a small file which asks permission to be placed on your computer's hard drive. If you agree, the file is added and the Cookie helps analyse web traffic or lets you know when you visit a site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log Cookies to identify which pages are being used on our websites. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, Cookies help us provide you with better online content, by enabling us to monitor which pages you find useful and which you do not. A Cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

b. Links to other websites

We may provide you with links to third party websites of interest. However, once you have used these links, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites

and such sites are not governed by this Policy. You should exercise caution and look at the privacy statement applicable to the website in question.

c. Social Media

We may use social media to promote the scheme. Our policy does not include third party providers of social media websites and you will need to read the privacy policy of such sites.

11. Keeping You In Control

a. Your rights

Part of keeping you in control of any Personal Data we collect is ensuring that you understand your legal rights, which are as follows:

- The right to be informed if we hold any of your Personal Data and, if we do, to obtain a copy of the Personal Data we hold (this is known as subject access request)
- The right to have your Personal Data erased (this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- The right to have inaccurate Personal Data rectified
- The right to object to your Personal Data being used for direct marketing or analysis
- The right to data portability (where technically feasible, you have the right to see Personal Data you have provided to us which we process automatically based on your consent or the performance of a contract. This information will be provided in a common electronic format)

Please keep in mind that there are exceptions to the rights above and although we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you would like further information on your rights or wish to exercise them, please contact the BGNS by emailing admin@barrowuponsoargns.org.uk or call us on 07771 625 591.

b. How you can access or update your information

You can ask for a copy of the information we hold about you at any time and the accuracy of your information is important to us.

If you would like a copy of the information we hold, your contact details change, or if you believe any of the other information we hold about you is inaccurate or out of date, please email admin@barrowuponsoargns.org.uk or call us on 07771 625 591.

c. Complaints

You can complain to the BGNS directly by contacting us using the details set out above.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at www.ico.org.uk.

12. Changes To This Data Protection & Privacy Policy

We will review and amend this policy from time to time to ensure it remains up-to-date. Our Privacy statement and the current version of our policy will always be posted on our website.