

Privacy Policy Statement



John
Storer
Charwood

Introduction

We believe that your privacy is very important and so we treat your personal data confidentially. To help us to do so we comply with the new General Data Protection Regulations ('GDPR') in the way we collect, use and retain any personal data in relation to members of our staff, trustees, volunteers, customers, clients, professional advisors, contractors and other members of the public.

Scope

This policy statement applies to any of our services and activities which results in our collection, use and retention of personal data. For example, when personal data is supplied via our web site or when you tell us about yourself or when we collect subscriptions or issue memberships, arrange courses or activities, arrange contracts, employ staff, work with our trustees and volunteers, provide services to the general public or deal with our professional advisors and contractors and also includes footage recorded by our CCTV system.

We encourage you to read this policy statement carefully and to contact us if you have any questions or concerns about it.

Why do we collect, use and retain personal data?

The reasons why we may process your personal data are;

- To fulfil a contract we have with you
- When we have a legal duty to do so
- When it is in our legitimate interest to do so
- When you have consented to it

For example, we process personal data to enable users, customers, clients and members of the public to use our services/activities (for example to set up memberships, contact individuals, make bookings etc). Similarly, we process personal data to identify and plan the sorts of activities and services that would be appropriate to meet their interests and needs (e.g., by conducting research). It is also used to allow easy, convenient and secure payments for our services and activities to be made.

Personal data is also processed for the purposes of our staff's employment, our trustees' activities, our relationship with our volunteers and our dealings with our professional advisors and contractors (for example, placing contracts and satisfying legal requirements).

What personal data do we collect and how do we use it?

The personal data we process includes;

- personal details (such as names, addresses, email addresses, telephone and mobile numbers) provided in documents used by customers, service users, clients and members of the public to register to use

our services and facilities or by our volunteers to volunteer to help us so that we can communicate with them

- individuals' preferences and interests provided in surveys and similar documents to enable us to analyse our performance or to be able to offer the best and most relevant services and activities
- relevant financial information (for example credit card details, gift aid details etc) provided when individuals wish to make easy and convenient payments for the use of our services and facilities
- relevant personal details provided to us (for example in person or in documents) for the purposes of our staff's employment, our trustees' activities and our relationship with our volunteers and our professional advisers and contractors.
- personal details specifically provided to us where this is necessary to enable us to protect a person's sensitive circumstances (for example medical and similar)
- personal details (which we will anonymise) provided via canvassing and survey for the purposes of producing management reviews of our services and operations

Any personal data we hold will only be processed for the purposes it has been supplied and in accordance with the provisions of the GDPR and any other relevant legislation.

Closed Circuit Television (CCTV)

JSC has CCTV in operation throughout John Storer House. CCTV will capture images in real time wherever the cameras are pointed. There are signs in place to inform you where cameras are in use.

We will be using static and moving images of people which may be used as evidence regarding criminal offences or security measures.

We use your data to:

- ensure the health and safety of staff, volunteers, service users and visitors
- detect, prevent or reduce the incidence of crime
- to assist with health and safety and other serious occurrences, including employment issues, for example, disciplinary investigations, where appropriate to do so

In all respects, footage from CCTV will be processed in the same way as any other personal data. An individual retains the same rights over CCTV information as any other information, as detailed in this policy statement.

Our Website and Cookies Policy.

We have a website which can be found at www.johnstorercharnwood.org.uk. However, any use of it is on an anonymous basis. This means that no personal information is recorded or gathered unless you complete one of our online enquiry forms to raise specific enquiries. This will then ask you to provide your name, email address and telephone number which we will only use to respond to you. We would ask you to remember that, whilst we will keep your personal data secure once we receive it, the use of the internet cannot be guaranteed to be completely secure. The website does use cookies to provide users with a better user experience and information on our cookie policy can be found at:

<http://johnstorercharnwood.org.uk/cookie-policy/>

How long do we hold personal data?

We will only hold personal data provided to us (whether via our web site or any other means) for as long as it is reasonably necessary for us to do so and we will review it periodically to ensure that it is up to date and

accurate. For example, we will keep your information for as long as you are a customer, member, client or for longer if we are requested to do so for legal or regulatory reasons.

Will we share personal data?

We will not sell your personal data or otherwise share it with any other organisations unless it is necessary for us to do so in order to provide our services to clients, customers, employees, trustees, volunteers or members of the public (for example, training organisations in order to provide training courses). If we do so we will ensure that it continues to be treated confidentially and in accordance with the GDPR. We would point out that in some areas of our work and operations we may be obliged to disclose personal information to other organisations if we have a legal obligation or duty to do so (for example, to the police).

We do use an external, reputable organisation to host our web site. However, none of the personal data we hold is sent outside the European Economic Area.

How do we protect personal data?

We take steps to protect personal data by:

- protecting it against accidental loss
- preventing unauthorised access, use, destruction or disclosure
- restricting access
- training staff on data security
- using appropriate contractual provisions

Your Rights

You are able to ask us to do the following:

- Access - you can request access to your personal data
- Rectify - you can ask us to update and rectify any incorrect personal data we hold about you
- Erasure - you can ask us to erase any personal data although there may be legal reasons why we need to keep it
- Restrict Processing - you can ask us to restrict the processing of your personal data
- Object - you have the right to object to our processing of your personal data

Review

We regularly review our privacy policies and we reserve the right to amend or otherwise update this policy statement, in whole or in part, from time to time.

Contacting Us

If you wish to discuss the way in which we hold your personal data, you receive communications from us or you think your personal data has been misused or not kept secure you should let us know by contacting Karen Frostick on 01509 631750 or by email on karen@jscharnwood.org.uk

If you are unhappy with the response you receive or you require general advice you should contact the Information Commissioner (ICO).

ICO Helpline Telephone 0303 123 1113 <https://ico.org.uk/concerns/>

Our Data Controller is John Storer Charnwood whose contact address is:

John Storer Charnwood
John Storer House
Wards End
Loughborough
Leics
LE11 3HA

John Storer Charnwood is a registered charity no. 1087692 and a company limited by guarantee no. 4155933

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