

Selig Privacy, Confidentiality and Data Protection Policy

Policy developed by	Policy approved or reviewed by	Date policy approved or reviewed	Policy to be reviewed by	Date for next review
Selig Business Manager and HiA UK	Selig Board of Trustees	May 2018	Selig Business Manager	September 2019
Selig Charity Manager and HiA UK	Selig Charity Manager	September 2019	Selig Charity Manager	September 2020
Selig Charity Manager and HiA UK	Selig Board of Trustees	September 2020	Selig Board of Trustees	September 2021
Selig Charity Manager and HiA UK	Selig Board of Trustees	September 2021	Selig Board of Trustees	September 2022
Selig Charity Manager and HiA UK	Selig Board of Trustees	September 2022	Selig Board of Trustees	September 2024

Policy statement

Selig Suffolk Trust are committed to protecting your privacy and we recognise that all staff, trustees, volunteers, donors, supporters, tenants, residents and potential tenants / residents have a right to expect that any information given by them to our project will be used only for the purpose for which it was given and should not be released to anyone else without prior consent. We have taken all steps reasonably necessary to make sure that all personal information is treated securely and in accordance with this privacy policy. We will do our best to protect personal information and ensure that it will be held in compliance with Data Protection Law.

Definition of personal information

Personal information is information which identifies you or which could be used to identify you (such as your name and contact details). It may also include information about how you use our website and services. This policy describes how we collect, store and use your personal information. It also explains the steps you can take to control what we do with your personal information. This policy also explains why we collect your personal information and our lawful basis for collecting and using it.

Who is responsible for personal information that you share with us?

We use Google, Wufoo, SharePoint, Three Rings, Mailchimp and OneDrive to process and store electronic files securely. All of these have published statements saying that they are committed to complying with Data Protection Law.

In all other cases, the Selig (Suffolk) Trust is responsible for the personal information that we hold, and our staff and team leaders will seek to obtain prior permission from staff on call and/or the Selig charity manager before breaking confidence in exceptional circumstances. All staff, trustees and volunteers will be made aware of this Privacy Policy and their responsibilities within it.

Selig are registered with the Charity Commission (charity number 1157245). We control how your personal information is collected and the purposes for which your personal information is used in accordance with the Data Protection Act 1998.

Selig are registered with the Information Commissioner (reference ZA146133)

Data Protection Act 2018

The Data Protection Act 2018 came into effect on 25th May 2018. It updates and replaces the Data Protection Act 1998. Selig follows the principles of the Data Protection Act 2018 which specifies that any data collected by us must be; Used fairly, lawfully & transparently; Used for specific, explicit purposes; Used in a way that is adequate, relevant and limited to only what is necessary; Accurate, and where necessary kept up to date; Not kept for longer than is necessary; Handled in a way that ensure appropriate security, including protection unlawful or unauthorised processing, access, loss, destruction or damage.

Personal information that we collect

If you donate money, make a request to use our services or join us as a volunteer or member of staff, we will collect and process the personal information that you provided. This personal information may include your name, email address, postal address, telephone or mobile number, date of birth, financial details, UK Taxpayer information (for Gift Aid), credit/debit card information and other information that enables us to assess your suitability (references for potential volunteers/staff, relevant history of potential service users).

In addition, all information gained via the Disclosure and Barring Service relating to staff or volunteers will be confidential to the registered person.

We may also collect details of your visits to our website, for example your location, other sites you've visited and the resources that you access. We use this to provide you with the information, services or products that you're interested in and are most relevant to you.

We collect the following.

- Contact details that you give us - if you contact us to enquire about our work, we will use your name and contact details to respond to you
- Contact details that you publish - if you make your name and/or business contact details public (for example, on your firm's website, LinkedIn, or other website), we may use those to contact you in relation to our services if we believe they are likely to be directly relevant
- Information that you give us when you use our services – we ask individuals who use our services to give us information so that we can support them properly
- Information relating to the assessment of potential users of our services – when someone is referred to us, we will ask for explicit consent to share information with other organisations so that we can assess risk and suitability
- Information about potential volunteers – if you want to volunteer with us, we will ask you for information that will help us assess your suitability
- Information about active volunteers – we ask active volunteers to give us information so that we can coordinate and support them effectively
- Information relating to supporters – if you want to support our work, we will ask you for information so that we can process your donation, add you to our prayer list or contact you

- Information about staff and potential staff – if you apply to join our staff team, we will ask you for information so that we can assess your suitability. We hold information about our staff so that we can fulfil our duty as an employer

Our lawful basis for using your personal information

We can only use your personal information if we have a lawful reason for doing so, such as:

- If we have a legal duty to use your personal information (such as employment)
- When you consent to it (by asking to join one of our contact lists)
- When it is in our legitimate interests (relating to the services that we provide).

Legitimate interests are our organisational reasons for using your personal information. We will never unfairly put our legitimate interests above what is best for you. Legitimate interests for using your personal information may include:

- Keeping our records up to date
- Reporting to funders
- Providing housing, advice or support
- Updating you about our work
- Contacting volunteers
- Coordinating volunteer rotas
- Contacting prayer supporters
- Considering whether our work may be of interest and relevance to you
- Developing our websites
- Being efficient about how we fulfil our charitable aims
- Identifying ways to improve our work

How long do we keep your personal information?

- Information relating to finance (including donations) - for 7 years
- Information about staff, volunteers and service users – for 7 years
- Information about potential staff, volunteers and service users – for 6 months
- Contact list information - you can unsubscribe at any time

We are legally required to hold some personal information to fulfil statutory obligations (such as claiming Gift Aid or to support certain financial transactions).

The law allows you to withdraw your consent to any usage of your personal information at any time. You do not need to tell us why. You can simply withdraw your consent by emailing us (information about how to contact us is available on our website www.selig.org.uk)

How you can manage your personal information

If you are on one of our email lists, you can update or remove your personal information at any time by using the 'update your preferences' link in any of the emails.

Asking for personal information to be erased

If you ask us to erase your personal information, we will do so (unless there is a legal or regulatory reason to retain it).

Where is personal information stored and how do we protect it?

Our computers are encrypted. Personal information held in our secure cloud storage has restricted access. Paper records are kept to a minimum and are stored in locked filing cabinets in our office. The door leading to our offices is locked when the offices are empty. The building where our offices are located have security alarms on all entrances.

Information about your use of our websites

We may use information collected from cookies to collect information about your use of our websites. Cookies are small pieces of information stored on your device by the web browser of your device. You will find information online about how you can manage cookies in your web browser.

Your rights

If you have any questions or concerns, or if you want to access or amend your personal information, please contact us (contact details are available via our website www.selig.org.uk).

Complaints

In the unlikely event that you have a complaint about how we have used your personal information, please write to us at 1 Civic Drive, Ipswich, IP1 2AR so that we can resolve it. If you feel that we cannot rectify it, you have the right to contact the Information Commissioner's Office: <https://ico.org.uk>.

Changes to this policy

This policy will be amended from time to time. If we change it, the amended version will be published on our website and made available to our volunteers via our online volunteer management system.