



## Barons Court Project Privacy Policy

### **Privacy and Data Retention Policy – Supporters**

#### **Introduction**

Barons Court Project is a charity based in the London Borough of Hammersmith and Fulham that works with people who are homeless and/or living with mental health issues or in need of support. We serve on average 200 individuals each year through our programmes of support. We have approximately 4,500 visits to the project by Service Users who are able to access a range of practical services and activities. These are designed to meet basic needs, provide support, increase skills, reduce social isolation and promote wellbeing.

We are also an organisation that seeks to change attitudes towards the groups of people we serve and campaign for their rights.

The small staff team rely on volunteers to join with us to deliver the programmes and meet our objectives. As an organisation that seeks to enhance learning and development we also take students and interns from time to time to work alongside us.

The Project has a wider responsibility to the local community and as such promotes its work to them.

#### **Our commitment to you**

Barons Court Project take your privacy seriously. We are committed to meeting our obligations under the Data Protection Act 1998 and the General Data Protection Register 2018. We promise to keep your details safe and secure.

#### **What personal data we collect**

If you are a supporter of Barons Court Project as a donor we will usually collect these personal details: your name, address, email address, phone number, UK taxpayer information (for Gift Aid purposes); and your bank or credit card details if necessary.

If you simply sign up to receive our newsletter we will collect your preferred method of communication, your name, address, email address, and phone number, so that we can keep you fully updated.

In response to your donations or interest in the project we will send you communications to keep you updated on our work and how we help people who are homeless or living with

mental health problems. If you would like to stop receiving our communications at any point contact us and you will be removed from our mailing list.

We are not limited to the data mentioned above but you are free to ask to see what data we hold on you, under our Subject Access Policy.

### **How we will use your personal information**

To send you information in the way that you prefer; to keep you updated about our work and to tell you about ways in which you can support Barons Court Project.

For administrative purposes such as processing your donations or to support your fundraising, including processing gift aid; to keep a record of your relationship with us.

To make our marketing campaigns more targeted, so that you receive the information from us that is most relevant to you.

### **How we keep your data safe and who has access to it**

We ensure that appropriate technical controls are in place to protect your personal details. All electronic data will be password protected so that only the person(s) responsible for processing data has access to it.

Paper files will be held in lockable cabinets with access being available to only those who need to have it.

We will do our utmost to keep all data accurate, timely and secure and will only use data in ways relevant to carrying out the legitimate purposes and functions of Barons Court Project in a way that is not prejudicial to the interests of individuals. Barons Court Project will seek to give individuals as much choice as it is possible and reasonable over what data is held and how it is used.

Anyone processing personal data will comply with the eight enforceable principles of good practice following the procedures set in place by Barons Court Project. According to the principles of data protection outlined in the Data Protection Act 1998, data must be:

- fairly and lawfully processed
- processed for limited purposes
- adequate, relevant and not excessive
- accurate
- not kept longer than necessary
- processed in accordance with the data subject's rights
- secure
- not transferred to countries outside the European Union without adequate protection

We will NOT rent or sell your personal information to other organisations for use by them in any way, including in their own direct marketing activities. Where we use an external service provider to act on our behalf, we will disclose only the personal information necessary to deliver the service. We will have a contract in place that requires the provider to comply with Barons Court Project's data protection and information security arrangements. We may disclose personal information to third parties if we are legally obliged to do so. This includes exchanging information with other organisations for the purposes of fraud detection.

## **How we will keep your information up to date**

To make sure that we have the most up to date information about how to contact you, we may, from time to time, update your records to reflect any changes to your personal information.

This updated information may come directly from you to us at Barons Court Project, or it may come from a trusted third party where you have had a clear expectation that your details would be passed on to us for this purpose.

## **Data Retention**

Barons Court Project always has your best interests at heart, and your personal information will not be retained by us for longer than is necessary in relation to the purposes for which it was originally collected, or for which it was further processed, always in line with our legal obligations.

We hold personal information to:

- Donations you've made to us (held for 7 years since your last donation)
- Legacy donations (held for 10 years after the legacy is received)
- Entering raffles and competitions (held for 5 years)
- Campaigning on our behalf (for 3 years since your last campaigning activity)
- Subscribing to a newsletter (you can unsubscribe at any time)

We are legally required to hold some personal information to fulfil statutory obligations for example the collection of Gift Aid, or to support certain financial transactions.

## **Our professional approach to protecting your privacy**

Your personal details will only be accessible to staff and suitably trained volunteers. Barons Court Project staff and volunteers, as part of their induction and training, are required to read, understand and accept any policies and procedures that relate to the personal data they might handle in the course of their work. We ensure that staff and volunteers are properly trained; and are able to understand and explore Data Protection issues through training, team meetings, and supervision. We will not disclose data except where there is subject consent, or legal requirement.

## **Your rights**

You can ask us to stop processing personal data and if it's not necessary for administrative purposes such as processing donations or any fundraising activity we will cease to process your data.

You can request access to any information which we hold about you under our Secure Access Policy and we will ensure this is made available to you within the relevant time frames.

You can phone us on: 0207 603 5232, email us at [services@baronscourtproject.org](mailto:services@baronscourtproject.org) or write to us at:

Barons Court Project

69 Talgarth Road

London

W14 9DD

## **Updating this policy**

This policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act 1998.

Barons Court Project Data Protection Officer is the Director of Barons Court Project. The Board of Trustees recognizes its overall responsibility for ensuring that Barons Court Project complies with its legal obligations.

April 2018