**Privacy Policy**

We want everyone who supports us, or who comes to us, to feel confident and comfortable with how any personal information you share with us will be looked after or used. This Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you).

The Privacy Policy will be reviewed on a yearly basis. Where we have made any changes to this Privacy Policy, we will make this clear on our website or contact you about any changes.

We are committed to treating you with respect and openness as outlined in this policy.

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1. **Who we are**

Here at Barmoor Hub, we are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

We are a "data controller" for the purposes of the Data Protection Act 1998 and (from 25 May 2018) the EU General Data Protection Regulation 2016/679 ("Data Protection Law").  This means that we are responsible for, and control the processing of, your personal information.

**2. How we collect information about you**

We want to make sure you receive the communications that are most relevant to you, be it through visiting our website or receiving emails, post or phone calls. We want to make sure you receive the best attention when you book and use our facilities, become a volunteer or make a donation.

We collect information from you in the following ways:

**When you interact with us directly:** This could be if you ask us about our activities, register with us for training or an event, make a donation to us, apply for a volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, visit our website or Facebook page or get in touch through the post, or in person.

**When you visit our website:** We do not gather general information when you visit our website and we do not use Cookies. You may send us information via our contact details page, this is transferred directly to our email account for us to respond to your request for information.

**3. Information we collect and why we use it**

**Personal Information**

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number and information you provide in any communications between us.

We will mainly use this information:

* To process your donations, to claim Gift Aid on your donations.
* To provide the facilities you have requested.
* To update you with important information about an event or facilities you have requested.
* To comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which require us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donations.
* To keep a record of your relationship with us.
* Where you volunteer with us, to administer the volunteering arrangement.

 If you do not provide this information, we will not be able to process your donation, sign you up for a particular event or provide facilities you have requested.

We may also use your personal information:

* To invite you to participate in surveys or research.
* To support funding applications about our clients who use our facilities.

**Sensitive Personal Information**

If you provide us with any Sensitive Personal Information by telephone, email or by other means, we will treat that information with extra care and confidentiality and always in accordance with this Privacy Policy.

**A special note about the Sensitive Personal Information we hold**

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person’s health, race, ethnic origin, political opinions, sexual orientation or religious beliefs.

We will only use this information:

* For the purposes of dealing with your enquiry, training, and quality monitoring or evaluating the facilities we provide.
* We will not pass on your details to anyone else without your express permission except in exceptional circumstances. Examples of this might include anyone reporting serious self-harm or posing a threat to others or children contacting us and sharing serious issues such as physical abuse or exploitation.

**4. Making our work more unique to you**

We want to improve how we talk to you and the information we provide through our website, facilities and information. To do this we sometimes use questionnaires so that we can better understand our supporters, your preferences and needs to provide a better experience for you.

You can of course opt out of this activity at any time.

**5. Legal basis for using your information**

We will only use your personal information where we have your consent.

Whenever we process your Personal Information under the ‘legitimate interest' lawful basis we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

Some examples of where we have a legitimate interest to process your Personal information are where we contact you about facilities you have requested, use your personal information for data analytics, conducting research to better understand who our supporters are, improving our facilities, for our legal purposes (for example, dealing with complaints and claims), or for complying with guidance from the Charity Commission.

**6. Marketing**

We will only contact you about our fund raising events or facilities by phone, email, facebook or text message, if you have agreed for us to contact you in this manner.

However, if you have provided us with your postal address we may send you information about our events and how you can support us by mail unless you have told us that you would prefer not to hear from us in that way.

You can update your choices or stop us sending you these communications at any time by contact [barmoorhub@hotmail.com](file:///C%3A%5CUsers%5CTammy%5CDesktop%5Cbarmoorhub%40hotmail.com).

**7. Sharing your Information**

The personal information we collect about you will mainly be used by our staff (and volunteers) at Barmoor Hub so that we can support you.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities.

Barmoor Hub may however share your information with our trusted partners and suppliers who work with us on or on our behalf to deliver our facilities, but processing of this information is always carried out under our instruction. We make sure that they store the data securely, delete it when they no longer need it and never use it for any other purposes. Some examples of where we may share your information are with our partners who help us to process donations and claim Gift Aid.

We enter into contracts with these service providers that require them to comply with Data Protection Laws and ensure that they have appropriate controls in place to secure your information.

**Legal disclosure**

We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority).

**8. Keeping your information safe**

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

Unfortunately the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted from our site.

Any debit or credit card details which we receive on our website are passed securely to Sage Pay our payment processing partner, according to the Payment Card Industry Security Standards.

**9. How long we hold your information for**

We only keep it as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations (for example, the collection of Gift Aid).

**10. Your rights**

You have various rights in respect of the personal information we hold about you – these are set out in more detail below.  If you wish to exercise any of these rights or make a complaint, you can do so by contacting us by email at barmoorhub@hotmal.com and by phone on 0191 4132053. You can also make a complaint to to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk/>

* **Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, , how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge.  Please make all requests for access in writing, and provide us with evidence of your identity.
* **Right to object:** You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.  Please contact us as noted above, providing details of your objection.
* **Consent:** If you have given us your consent to use personal information (for example, for marketing), you can withdraw your consent at any time.
* **Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.
* **Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.
* **Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.
* **No automated-decision making:**  Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention.  You have the right not to be subject to automated decisions that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law.  You also have certain rights to challenge decisions made about you.  We *do not* currently carry out any automated decision-making.

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.

**11. Cookies**

'[Cookie](http://www.allaboutcookies.org/cookies/)' is a name for a small file, usually of letters and numbers, which is downloaded onto your device, like your computer, mobile phone or tablet when you visit a website.

They let websites recognise your device, so that the sites can work more effectively, and also gather information about how you use the site. A cookie, by itself, can't be used to identify you.

**We do not use cookies on our website or Facebook page.**

**12. Monitoring**

Your personal information is important to us, therefore we will be ensure that all members of the management committee and volunteers have access to a copy of this policy so they can follow ensure that the policy is monitored.

To find out more about this policy and how we look after your personal information, contact us at barmoorhub@hotmail.com or on 0191 4132053 .