



Brighter Futures for Young People Leaving Care

Privacy Notice in line with new General Data Protection Regulation 2018

A new European law (called the General Data Protection Regulation) will come into force on 25 May 2018 which affects all organisations in the UK, including charities. The UK will continue to apply this regulation after the UK leaves the EU.

As a registered charity which holds data about our supporters and beneficiaries, the Trust will be legally required to review and refine how it collects, holds, processes and uses the data.

More information on GDPR can be found on the Information Commissioner's Office (ICO) website here - <https://ico.org.uk/for-organisations/data-protection-reform/>

The following privacy notice sets out how Nene Valley Care Trust uses and protects the information we hold about our supporters.

We are committed to ensuring that your privacy is protected. Any personal information provided to us will only be used in accordance with this privacy notice.

What information we collect and record about our supporters and sponsors

We collect and record the following information:

- Name and postal address
- Email address and phone number where provided
- Any letters and emails that are sent to the Trust or to individual Trustees together with our replies.
- Donations made to the Trust - we record the amount, date, method of payment, and whether it was a one-off or regular donation.
- A copy of any sponsorship form or other standing order mandate forwarded to us and any Gift Aid declaration forms sent to us, if a supporter or sponsor has registered with us for Gift Aid.
- Details of local fundraising events held by supporters in aid of the Trust

What we do with this information

We collect and use this personal information for the following reasons:-

- General administration of the Trust, monitoring of donations and sponsorship payments, preparation of the Trust's accounts and annual return to the Charity Commission, statistics on supporter numbers and keeping our supporters informed of our activities.
- Inviting our supporters to fund-raising events by post and email
- Sending out newsletters by email and post
- Updating our website with information about the Trust's work and fund-raising events
- Inviting our supporters to purchase the Trust's Christmas Cards or similar products.

Please note that some newsletters and other information will only be sent out by email and will not be sent out by post in order to reduce our administration costs.

From time to time, we may also send information to our supporters about fund-raising events being held in aid of the Trust which have not been arranged by the Trust itself. When the Trust is not involved in the administration or operation or control of such events, it will not be responsible for any fees that may be payable. If our supporters wish to attend such an event, any correspondence and any payment required, will be arranged directly with the event organiser rather than the Trust and our supporters will control what personal information is released.

How long do we keep your personal information

Once you have provided your written consent by post or email for us to hold your personal information for the purpose of contacting you in any of the ways detailed above we will retain your information for those purposes, either on a computer or paper file.

If you notify us that you wish us to remove you from our supporter contact lists then we will delete your personal information from those lists. Any other non-financial information personal to you will then be deleted in the case of computer files and destroyed in the case of paperwork.

Financial information concerning receipts and payments, including the Trust's bank statements, will be retained for twelve years from the date of any payment. Gift Aid declarations and related information necessary to support Gift Aid claims from HM Revenue and Customs (HMRC) will also be retained for twelve years.

If a sponsor or other regular supporter stops their standing order or other regular donation without actively contacting us then we may contact them once or twice to ask them if they wish to continue to make payments. After that time it will be presumed that they do not wish to make any further donations and their standing order or other bank details will be deleted from our records.

How we will share the information we hold

We will not share any information we hold with any other individuals or companies or other organisations for any reason. The only exceptions, where relevant, are in respect of any standing order mandates that you instruct us to forward to your bank, and the information that we are obliged to share with HMRC to support Gift Aid claims.

We will not sell, distribute or lease your personal information to any third parties.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable procedures to safeguard and secure the information. Your information is held on a combination of paper files and on computers that are firewall protected and have active up to date virus and malware attack protection.

Our website: www.nenevalleycaretrust.co.uk

Our website operates over a secure connection, does not use cookies, and is actively updated. If any information is incorrect, please contact us by post or email - details can be found on the 'Contacts' page of our website.

Links to other websites

Our website contains links to a few other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over those websites, their content, security or any links from that site. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and they are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the websites in question.

Controlling your personal information

You may choose to restrict the use of your personal information by the Trust in the following ways:

If you have previously agreed to our using both post, email or phone (or one or other of these methods) to contact you, you can change your mind at any time by writing to or emailing the Trust using the contact details on the 'Contacts' page.

You may request details of personal information which we hold about you. If you would like a copy of this information please write to us using the contact details on the 'Contacts' page, quoting the name, postal and email address you are writing from. For security reasons the information will be sent to you only if the name and addresses match the details we hold for you.

Please ensure your contact details i.e. name, address and email, if applicable, are kept up to date. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

You have the right to request us to delete your information, in the manner set out above. You also have the right to complain to the Information Commissioner's Office should you be unhappy with how we are handling your information.