

Totnes Caring

Data Privacy Policy

Totnes Caring are committed to protecting and respecting your privacy and have produced this Policy to inform you of your rights under the European General Data Protection Regulation (GDPR) and to tell you why we collect and process your information, how we keep it secure and who it is shared with.

1. Who Is Totnes Caring?

Totnes Caring is registered charity (no. 1112436) and company limited by guarantee (no. 5602581), who organise and provide voluntary services that offer much needed help and assistance to vulnerable, mainly older, people in Totnes and the surrounding areas

2. What is GDPR?

The General Data Protection Regulation (GDPR) is legislation that comes into force from 25 May 2018. It regulates how organisations such as Totnes Caring process personal data.

3. What is personal data?

Personal data is any information relating to an individual, whether it relates to his or her private, professional or public life. It can be anything from a name, a home address, a photo, an email address, bank details, medical information.

4. What type of information do we collect from you?

We collect information that is personal to you, including your name, address and contact detail such as telephone number or email address. We also collect other information that it is necessary to provide our services. For instance, if asked to arrange and pay for shopping we may need to collect bank details for a direct debit mandate. If we help a client with transport we need to know about any mobility issues.

5. How do we process your personal data?

Totnes Caring complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure.

We use personal data for the following purpose:-

- to enable us to provide voluntary services for the benefit of the public in the geographical area as specified in our constitution;
- to administer our charity membership records and communicate with members as required;
- to fundraise and promote the interests of the charity;
- to manage our employees and volunteers;
- to maintain our own accounts and records.

In order to ensure that the information we hold is current please let us know if any of your details have changed.

6. What is the lawful basis for processing your personal data?

Processing of data is necessary for carrying out our obligations relating to provision of services to clients, volunteer management, safeguarding, employment law, and Charity Commission requirements. We process your personal data on the basis of consent.

7. Sharing your personal data

Your personal data will be treated as strictly confidential and will not be shared with third parties outside the organisation except with your consent, unless there is a legal or contractual obligation to do so, or an overriding concern related to your safety and wellbeing.

We will not release personal information to any third party for them to use for their own direct marketing purposes, unless you have requested us to do so.

8. How you can access and update your information

The accuracy of your information is important to us. Please contact us, for example, if you change email address, or if you think that any of the other information we hold is inaccurate or out of date.

9. How long do we keep your personal data?

We keep data relating to clients for 3 years, and for staff and volunteers for 1 year, following their last contact with the organisation, unless the individual has asked us to retain the information beyond this.

10. Your rights and your personal data

Unless subject to an exemption, under the GDPR you have the following rights with respect to your personal data: -

- the right to request a copy of your personal data which Totnes Caring holds about you;
- the right to request that Totnes Caring corrects any personal data if it is found to be inaccurate or out of date;
- the right to request your personal data is erased where it is no longer necessary for Totnes Caring to retain such data;
- the right to withdraw your consent to the processing at any time.
- the right to request that Totnes Caring provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability) (where applicable)
- the right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- the right to object to the processing of personal data, (where applicable)
- the right to lodge a complaint with the Information Commissioners Office (Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF tel. 0303 123 1113) if for any reason our response to your request does not meet your expectations.

11. Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

12. Contact Details

You can make enquires or exercise any of your relevant rights in the following ways:-

Email: info@totnescaring.org.uk;

Writing: Totnes Caring, The Loft, Totnes Community Hospital, Coronation Road, Totnes, Devon T99 5GH;

Telephone: Totnes Caring on 01803 865 684