

# **The Porch Privacy Policy**

## **24/05/2018**

### **What personal data does The Porch collect?**

The data we collect includes names addresses, telephone numbers and email addresses of our a) service users (known as 'members'), b) volunteers and c) supporters.

We collect this data in the following ways: a) from prospective members on first arrival at the centre b) prospective volunteers when they contact us and also during their volunteer briefing after they've been accepted, and c) supporters by post or email.

In addition we also collect the following additional information:

- detailed information collected during the initial assessment process. E.g. medical history, passed convictions, ethnicity,
- we ask prospective volunteers to undertake a Disclosure and Baring Service (DBS) check, but we only collect the reference number of the check.

### **How does The Porch use these data?**

We use members' data to provide members with individualised support and signposting to other services, record member's use of the centre, compile centre statistics, and communicate with members concerning our programme of activities and events.

We use volunteers' data to ensuring a wide range of activities are delivered at the centre alongside core staff support to members, for the administration of volunteers' rotas, compile centre statistics, and communicate with volunteers concerning our programme of activities and events.

We use supporters' data to communicate with supporters concerning our activities and events. This is mainly by emailing them our twice yearly newsletter but can also include notices of our fundraising events and other news. We ask our supporters if they would like to continue receiving the newsletter each time we email them, and remove the details of those who do not.

Our understanding is that by accepting these arrangements, our members, volunteers and supporters give us their consent for holding pertinent necessary personally identifiable data.

### **Do we share your data with other organisations?**

We do not share any volunteers' and supporters' data.

We share members' data with other organisations when and if required using appropriate protocol

### **How do we collect your data?**

Data is collected from prospective members when they join The Porch and complete our assessment form, and also during their time as members with The Porch.

Data is collected from volunteers and supporters when they correspond by email, or when they come to the centre. Email addresses are also received via people wanting to join our newsletter mailing list, and also via JustGiving if donors using JustGiving allow us to receive their data; although, in many cases, they will already have done this when visiting or contacting us directly.

### **How is your data stored?**

Members' data in electronic form is stored on a member database on secure computers at The Porch to which only the project workers and senior management have access. These computers have Internet security and anti-virus measures in place.

Volunteers' data in electronic form is stored on a volunteer database on secure computers at The Porch to which only the project workers and the Centre Manager who is the volunteer coordinator, has access. These computers have Internet security and anti-virus measures in place.

Supporter's data in electronic form is stored on a supporter database on secure computers at The Porch to which only the Company Secretary and Fundraiser has access. These computers have Internet security and anti-virus measures in place.

### **Who takes responsibility for ensuring data protection compliance?**

We do not have a statutory requirement under the GDPR (General Data Protection Regulations) to have a Data Protection Officer. The Porch Trustee committee is the Data Controller. The person who is responsible for ensuring that The Porch discharges its GDPR responsibilities is The Porch Company Secretary.

### **Who has access to your data?**

Project workers and senior management at The Porch have access to the members' and volunteers' data, while the Fundraiser and Company Secretary has access to the supporters' data in order for them to carry out their legitimate tasks for The Porch.

### **What is the legal basis for collecting these data?**

The Porch collects data from members, prospective members, volunteers, prospective volunteers, and supporters that are necessary for the purposes of its legitimate interests as a charitable organisation.

### **How can people check what data The Porch holds about them?**

For members and prospective members, if you would like to see the data that The Porch holds about you, you should contact the Centre Manager at the Porch.

For volunteers and prospective volunteers, if you would like to see the data that The Porch holds about you, you should contact The Centre Manager at the Porch.

For supporters, if you would like to see the data that The Porch holds about you, you should contact the Company Secretary.

You can contact the designated person shown above with a 'subject access request' if you would like The Porch to provide you with any other information we hold about you. Specifying the particular aspects in which you are interested will help us to provide you with what you need promptly. We are required to provide this to you within one month.

The Porch would not usually charge a fee for this, although we may charge a reasonable fee based on the administrative cost of providing the information if a request is excessive, or for requests for multiple copies of the same information.

### **Does The Porch collect any sensitive personal data?**

The GDPR uses the term 'special categories of personal data' to indicate sensitive personal data. The Porch records such data only for members or prospective members.

### **Can you ask The Porch to remove, limit or correct the data held about you?**

For members, The Porch requires personal information about you to be able to deliver a personalised service. If you find some aspect of the data The Porch holds about you to be incorrect, please contact the Centre Manager in person or in writing and ask for the data to be amended.

For volunteers and supporters, The Porch needs to have at least one method of contacting you. If you find some aspect of the data The Porch holds about you to be incorrect, please contact the Centre Manager if you are a volunteer, or otherwise the Company Secretary, in person or in writing and ask for the data to be amended.

### **How long does The Porch keep your data for and for what purpose?**

The Porch keeps members' data for as long as they remain members, so we can provide a personalised service during this time. If a year passes where a member stops presenting him/herself at the Porch, the data will be archived.

For volunteers and supporters we keep records for seven years after last contact.

### **What happens if someone on our database dies?**

Once we have been told of the death of either a member, volunteer or supporter whose details we keep on our database, by a relative or estate executor, we will delete the data we hold for them.

### **Where can people see this Privacy Policy?**

The Porch Privacy Policy will be shown on The Porch website. Paper copies can be provided by the Company Secretary.

Policy agreed on 24 May 2018 by the chairman on behalf of the trustees of The Porch.