

# PRIVACY POLICY

It's important that you feel completely comfortable and confident that your personal information is in safe hands. The Company takes protecting your privacy extremely seriously and takes all reasonable steps to ensure your information is secure.

The use of your personal information, why we collect it and what we save varies depending on how you interact with COMPANY, what consent you have given us and what the situation is. We have done our best to indicate this throughout the statement. There may be other privacy policies that apply to certain services we provide. We will make these explicit when they apply. Please read them before you subscribe for such services.

## What information we collect

We may collect a variety of personally identifiable or sensitive information from you for various reasons. For example, we may collect:

1. Any **personal details** you may choose to give us, such as your name, age, or address. We save this so we can keep in touch with you.
2. Your **financial details**, if you
3. Your **education and employment background**, in order to process your application if you have applied to work with COMPANY.
4. **Information from your referees** as part of our procurement processes.
5. Any **equal opportunity data, or physical or mental health information** that you may have given us if you apply to volunteer with COMPANY. This is so we can fully and fairly administer your application.

## Why we collect information

Information helps make the fight against poverty possible. Whenever you interact or communicate with us, we collect personal information. This information allows us to function and become more efficient. Some examples may include:

- **Processing volunteer and employee applications.** Your personal and sensitive information allows us to communicate with you and assess your suitability for the role.

- **Continuously improving.** We value any feedback, including complaints, you may have. In order to increase the impact, we make and improve the service we provide to you and others, we need to communicate with you and collect personal information.

We would like to use the personal details you provide us to communicate with you about the impact you make and to give you our news. We may also let you know about other ways you could help us. We will always ask for your consent if we want to message you by email or text message; however we do not normally ask for consent to make calls or to write to you if you are a supporter or volunteer because we have a legitimate interest to contact you, provided of course that this does not breach your fundamental rights.

When you give us your details we will always tell you what we are going to do with them. If we request your contact details for any reason, you will always have an option to not give us them or to opt out. It is always your choice and you can change your mind at any time by contacting our Support Care team.

### **How long we keep your information for**

We keep personal information for different lengths of time dependent on the purpose. We want to ensure that the personal information we collect from you is used to appropriately support our work together and considers any future dealings that you would like to have with us.

### **Social media and web advertising**

If you are a social media user, dependent on your settings, we will use social media tools as part of our relationship with you. This may mean you receive targeted content on your feed from us, or we may ask the social media platform to use your profile to identify people similar to you, so we can find more people to support COMPANY.

### **How your information is secure**

The security of your information is of utmost importance to us. We seek to use reasonable measures to protect your information as required by the law, in line with industry standards and in accordance with the policies COMPANY has set. Sensitive data is held under strict security conditions. Your information is electronically stored and is password protected and only accessed by office staff with appropriate training. If you have any reason to believe that any personal information we hold is no longer secure, please contact us immediately.

### **Further information**

Your Information is further secured under General Data Protection Regulation (GDPR)

### **Your rights**

You have the right to:

1. Ask for a copy of the personal data that we hold about you (your right to access)
2. Request that we delete personal data held on you, where we no longer have any legal reason to retain it (your right to be forgotten)
3. Change how you hear from us, opt out of marketing communications and opt out of us holding your personal data if we have no legitimate reasons to do so (your right to object)
4. Ask us to restrict processing of data – which means that we would need to secure and retain your data for our benefit but not otherwise use it (your right to restrict processing)
5. Ask us to supply you with some of the personal data we hold about you in a machine-readable format to another organization (your right to data portability).