



## **St Petroc's Society Privacy Statement - GDPR**

At St Petroc's we rely on the support of individuals like you to carry out our vital work with homeless people. This is why we want to be completely transparent about why we need the personal details we request when you communicate with us and how we use the data once we collect it.

Developing a better understanding of our supporters through their personal data allows us to carry out our objectives more efficiently. We have made improvements to this notice so that accountability and transparency is at the core of what we do.

We take protecting your privacy very seriously and will always take all reasonable steps within our power to make sure your information is safe.

**If you're a St Petroc's client or otherwise use our services, please refer to the separate Privacy Statement called 'St Petroc's Privacy Statement for its Clients and Service Users'.**

### **What information do we collect?**

- Name, address, telephone number, mobile number email addresses
- Contact preferences (how we should contact you in the future)
- Bank account details
- Gift Aid status
- Date of birth
- Records of your correspondence and engagement with us
- Images, photographs or video if you take part in an event with us, provided that you have given your consent
- Survey responses
- Employer details and National Insurance number if you are a payroll donor
- Details of your relationship to other supporters, where appropriate
- Details about your health, should you sign up take part in activities which may involve some risk or physical exertion

We may not collect all this information for everyone. We collect different types of information for staff than we do for supporters for example.



This information may be collected via:

- Any paper forms you complete
- Telephone conversations or face-to-face meetings
- Digital forms completed via our website or third party websites such as Just Giving
- Publicly available sources
- Communication via social media

If you visit our website or social media pages we may automatically collect the following information:

- Which pages you visit
- The amount of time you spent on our website
- Whether you are a new visitor
- How you came to our website
- The type of device and browser you use

We will let you know before collecting your data whether it is part of a statutory or contractual requirement or obligation, and the possible consequences of not providing the information.

### How do you use my information?

Depending on the specific purpose, we may process your information on the following legal bases:

- With your consent
- To enter into or to perform a contract with you
- To protect your vital interests
- For our legitimate business interests or activities as a not-for-profit body
- Where necessary to perform a task in the public interest
- For compliance with our legal or social protection obligations

We may use your personal information for the following purposes:

- To update you about St Petroc's work including newsletters



- To send you information about appeals and fundraising activities – including requests for donations, information about how you can leave us a gift in your will, how you can raise money on our behalf and attend or take part in a fundraising event
- To administer your donation or support your fundraising, including processing Gift Aid
- To respond to your enquiries
- To further the Society's aims
- As and when required by law
- Volunteer management: St Petroc's would not be able to do its work without the help of our amazing and dedicated volunteers who support our services all year round. It is of great importance that if you volunteer for us that you are safe and have the best possible time while doing so. To do this we use your information to match you to the correct volunteering opportunities and to keep you updated through newsletters or dedicated emails (with your consent), to give appropriate training, and help you to deliver and promote the work of St Petroc's.
- Staff and recruitment administration: St Petroc's services have grown in recent years due to the ongoing crisis facing the homeless. To continue to deliver our goals we have also grown our numbers of staff. We process the personal information of our employees for recruitment, staff administration, salary, pensions, health and safety, and performance management. If you apply for a job with us and share sensitive information as part of the application process, the information will be stored in a personnel record if you are successful, or for six months after the closure of the recruitment process if your application has been unsuccessful.

If you no longer wish to receive communications from St Petroc's, you can let us know by e-mailing, writing or calling our Company Secretary who is our data protection manager on the contact details at the bottom of this statement.

We will never share or sell your personal data to a third-party organisation for its marketing, fundraising or campaigning purposes.

### How do you share my information?

We do not sell or share personal data to third parties for the purposes of marketing.



We may allow our suppliers to access and use your personal data to allow them to perform services on our behalf, such as payment processing and maintenance and support of our systems. In these circumstances we will not give these organisations any rights to use your personal information except to provide services to us and in accordance with our instructions.

**Associated organisations:** we may share anonymised data with other similar homelessness charities to further our charitable aims. You cannot be identified from this data.

**Organisations who are supportive of our aims:** we may share data with other supportive organisations, including legal advisors in partner organisations, to further our objects and charitable aims or for fundraising purposes. We only share your information for these purposes when we have your permission to do so. You can change your mind at any time by contacting us using the details below.

**Agents:** we may share anonymised data with agents to improve the quality of our services.

**Police or Social Services:** there are exemptions within data protection regulations that mean we are under legal obligations to share limited data. This includes the prevention and detection of crime, to prevent benefit fraud and for safeguarding purposes.

### How do you protect my information?

We take appropriate technical and organisational measures to ensure that we (and our service providers) keep your information secure, accurate and up to date. Unfortunately the transmission of information over the internet is never 100% secure. This means you provide information through our website and our social media pages at your own risk.

St Petroc's has additional security measures in place to protect the sensitive personal data we process. Our secure system can only be accessed by authorised people at St Petroc's. Access to the system is monitored and all of our employees are required to undertake data protection training before they have access to personal data. This training is repeated regularly.



### How long do you hold my information?

We will retain your personal information for the period necessary to fulfil the purposes in this Notice unless a longer retention period is permitted by law. Different types of information are held for different periods of time in accordance with our Confidentiality and Data Protection of Information policy. For example, HMRC requires that we maintain a record of as gift using Gift Aid for seven years after your last donation to us whereas CCTV recordings are held for no longer than 30 days.

You can request deletion of your personal information at any time, by contacting Justin Day, Company Secretary and Data Protection Manager by calling 01872 260948, writing to him at Lander House, 5 Upper Lemon Villas, Truro, Cornwall TR1 2PD or by emailing at [justin.day@stpetrocs.org.uk](mailto:justin.day@stpetrocs.org.uk)

### What are my personal information rights?

**To be informed:** we must provide fair processing information typically through our privacy notice.

**Access:** you can ask for a copy of the information we hold about you.

**Correction:** we will use all reasonable endeavours to ensure the accuracy of your personal information. It is your responsibility to ensure that you submit true, accurate and complete information to us. You can have any inaccuracies in your information corrected.

**Deletion:** you can ask us to delete all your personal information in certain circumstances (for example, if the information is no longer necessary).

**Objection/marketing:** you can object to us processing your data in certain circumstances. If you no longer wish to receive communications from St Petroc's, you can contact our Company Secretary by using one of the ways described above.

**Restriction:** you can ask us to pause processing your information in certain circumstances (for example, if you are disputing its accuracy).



**Portability:** you can ask us to transfer your information electronically to another organisation in certain circumstances.

**Withdrawal of consent:** you can withdraw your consent at any time.

All of these rights are free to exercise. We will aim to respond within one month unless we need to extend the timeframe for certain reasons. You can make any of the above requests by contacting our Company Secretary in one of the ways described above.

### Other Information

**Transfers of your personal information:** At all times, we intend to store and process your personal information within the European Economic Area. Should this ever change, we would take steps to ensure your personal information is only transferred once adequate safeguarding is in place.

**Third party sites:** Our website may have links to other websites we do not operate. You should read the privacy notices on those websites before you submit your personal information.

**Changes to this notice:** From time to time, we may revise this notice. Updated versions will be posted on the website. If we make any significant changes, we will draw attention to them. This policy is up to date as at 25 May 2018.

If you have a complaint about the way we process your information, we will aim to address these concerns as soon as we can. However, if you would like to, please direct your complaint directly to the [Information Commissioner's Officer](#).