



Privacy Notice

1 Introduction

- 1.1. We are Charity Mentors, East Sussex a charity registered in England, (Charity Registered number 1186593)
- 1.2. We provide business mentoring services for leaders of charities, community groups and not-for-profit businesses in Sussex.

Charity Mentors East Sussex is committed to protecting and respecting the personal data that we hold. This privacy statement describes why and how we collect and use personal data and provides information about your rights. It applies to personal data provided to us, both by individuals themselves or by others. We may use personal data provided to us for the purposes described in this privacy statement or as made clear before collecting personal data.

Personal data is any information relating to an identified or identifiable living person. When collecting and using personal data, our policy is to be transparent about why and how we process personal data.

The personal data that is provided to us is provided either directly from you, from a third party acting on behalf of an individual, or from publicly available sources (such as internet searches, Companies House).

2 Security

We take the security of all the data we hold seriously. We have a framework of policies and procedures which ensure we regularly review the appropriateness of the measures we have in place to keep the data we hold secure.

All information you provide to us is stored securely.

3 Data that we hold

DATA SUBJECTS	DESCRIPTION
<u>Client Contacts</u>	<i>that is any party which has engaged us to provide services (including key contact data);</i>
<u>Volunteer mentors</u>	<i>that is any party who or which has signed up to be a Mentor in our organisation (including any individuals in their companies);</i>
<u>Supporters/suppliers</u>	<i>that is anyone who has contacted us to find out about what we do or otherwise supported us</i>

3.1 We collect information from you in the following ways:

When you interact with us directly: This could be if you ask us about our activities, register with us for an event, make a donation to us, ask a question about mentoring, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, visit our website, or get in touch through the post, or in person.

When you interact with us using video call technology, we will not record the interaction unless everyone on the call has expressly given their permission and agreed how the recording will be used.

When you interact with us through third parties: This could be if you provide a donation through a third party that we work with and provide your consent for your personal information to be shared with us.

When you visit our website: We gather general information which might include which pages you visit most often and which services, events or information is of most interest to you. Personal data may be collected when you fill in forms or make an enquiry.

We use this information to personalise the way our website is presented when you visit to make improvements and to ensure we provide the best service and experience for you. Wherever possible we use anonymous information which does not identify individual visitors to our website.

3.1.1 Cookies

'Cookie' is a name for a small file, usually of letters and numbers, which is downloaded onto your device, like your computer, mobile phone or tablet when you visit a website.

They let websites recognise your device, so that the sites can work more effectively, and also gather information about how you use the site. A cookie, by itself, can't be used to identify you.

How do we use cookies?

We use cookies to collect anonymous information about how you use our site, like which pages are visited most.

You can opt out of all our cookies. Find out how to control and delete cookies in your browser.

3.1.2 What data is processed?

Personal information we collect includes details such as your name, organisation, position, email address, postal address, telephone number and credit/debit card details (if you are making a purchase or donation), as well as information you provide in any communications between us. You will have given us this information whilst requesting a mentor, volunteering as a mentor, making a donation, registering for an event or any of the other ways to interact with us.

We will mainly use this information:

- to provide the services that you have requested.
- to update you with important administrative messages about your donation, an event or services you have requested.
- to keep a record of your relationship with us.

- where you volunteer with us, to administer the volunteering arrangement.
- to contact you about our work and how you can support Charity Mentors East Sussex (see section on 'Marketing' below for further information).
- to invite you to participate in surveys or research.
- to process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions.

3.1.3 Marketing

We will only contact you about our work and how you can support Charity Mentors, East Sussex by phone, email or text message, if you have agreed for us to contact you in this manner.

However, if you have provided us with your postal address we may send you information about our work and how you can support Charity Mentors East Sussex by mail unless you have told us that you would prefer not to hear from us in that way.

You can update your choices or stop us sending you these communications at any time by contacting mail@iancoble.co.uk or clicking the unsubscribe link at the bottom of the relevant communication.

Where you have given us your express consent that you are happy for us to share your story, then we may publish it on our blog or in other media.

3.1.4 How long do we hold data for?

We retain the personal data processed by us for as long as is considered necessary for the purpose(s) for which it was collected, there may also be occasions which will require data to be kept for longer, however this will typically be for legal purposes.

Personal data relating to service users – data relating to service users will be retained for three years after case closure at which time it will be destroyed. However, Charity Mentors East Sussex reserves the right to retain information for longer than three years in exceptional cases.

Personal data relating to staff and volunteers – the following guidelines give an indication of how long personal and sensitive data on prospective, current and former employees will be kept;

Application forms – unsuccessful candidates – will be kept for one year

All other information will be kept for the duration of employment

A summary of record of service e.g. name, position, dates of employment will be kept for 10 years from the end of employment.

Procedures for erasing or destroying data – When no longer required, all personal data stored in hard copy form should be placed in the confidential waste bins for disposal. All personal data stored in electronic form should, when no longer required, be erased from all relevant databases, spreadsheets or electronic lists.

3.1.5 Legal basis for using your information

In some cases, we will only use your personal information where we have your consent.

However, there are other lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for Charity Mentors East Sussex to process your information to help us to achieve our mission of supporting voluntary sector leaders in East Sussex.

Some examples of where we have a legitimate interest to process your Personal information are where we contact you about our work via post, use your personal information for data analytics, conducting research to better understand who our supporters are, improving our services, for our legal purposes (for example, dealing with complaints and claims), or for complying with guidance from the Charity Commission.

3.2 Our people

We collect personal data for our people as part of the administration, management and promotion of our organisational activities.

3.2.1 Applicants

Where an individual is applying to work or volunteer for Charity Mentors, East Sussex, personal data is collected through the application process.

There are a number of purposes that personal data for applicants are collected.

We process an applicant's personal data in order to assess their potential employment or volunteer engagement at Charity Mentors, East Sussex

Personal data collected for applicants is held for as long as necessary in order to fulfil the purpose for which it was collected, or for a maximum of two years where those purposes no longer become necessary.

3.3 Suppliers

We collect and process personal data about our suppliers, subcontractors, and individuals associated with them. The data is held to manage our relationship, to contract and receive services from them, and in some cases to provide services to our members.

3.3.1 Why do we process data?

Receiving goods and services. We process personal data in relation to our suppliers and their staff as necessary to receive the services.

Providing services to our service users. Where a supplier is helping us to deliver services to our service users, we process personal data about the individuals involved in providing the services in order to administer and manage our relationship with the supplier and the relevant individuals and to provide such services to our clients.

Administering, managing and developing our services. We process personal data in order to run our organisation, including:

- managing our relationship with suppliers;
- developing our services;
- maintaining and using IT systems;
- hosting or facilitating the hosting of events; and
- administering and managing our website and systems and applications.

Complying with any requirement of law or regulation. We are subject to legal, regulatory and professional obligations. We need to keep certain records to show we comply with those obligations and those records may contain personal data.

3.3.2 What data do we hold?

We will hold supplier's names, contacts names, and contact details of suppliers.

3.3.3 How long do we hold data for?

We retain the personal data processed by us for as long as is considered necessary for the purpose for which it was collected (including as required by applicable law or regulation). Data may be held for longer periods where required by law or regulation and in order to establish, exercise or defend our legal rights.

4 Sharing personal data

We will only share personal data with others when we are legally permitted to do so. When we share data with others, we put contractual arrangements and security mechanisms in place to protect the data and to comply with our data protection, confidentiality and security standards.

Personal data held by us may be transferred to:

Third party organisations that provide applications/functionality, data processing or IT services to us

Third party organisations that otherwise assist us in providing goods, services or information

We will not sell or swap your information with any third party

4.1.1 Your rights

You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting our Project Co-ordinator at mail@iancnoble.co.uk or tel. 07801 250668.

You have the right to lodge a complaint with the UK data protection regulator, the Information Commissioner's Office ("ICO"). For further information on your rights and how to complain to the ICO, please refer to the ICO website <https://ico.org.uk/concerns>.

Access to your personal information: You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access in writing, and provide us with evidence of your identity.

Right to object: You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.

Consent: If you have given us your consent to use personal information (for example, for marketing), you can withdraw your consent at any time.

Rectification: You can ask us to change or complete any inaccurate or incomplete personal information held about you.

Erasure: You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

Portability: You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.

Restriction: You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.

Automated decision-making. We do not currently carry out any automated decision-making.

5 Data Controller and contact information

The data controller for Charity Mentors East Sussex is Ian Noble, Project Co-ordinator

If you have any questions about this privacy statement or how and why we process personal data, please contact us at:

Charity Mentors, East Sussex, 15 Horsted Square, Bellbrook Industrial Estate, Uckfield, East Sussex, TN22 1QG 07801 250668

6 Changes to our privacy statement

Updates to this privacy statement will appear on this website. This privacy statement was last updated on 24/05/2020

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