



## **The Bridge Renewal Trust Data Privacy**

### **Who are we?**

We are The Bridge Renewal Trust (The Trust) and we are the data controller of the personal information we maintain and process relating to you. We are committed to protecting the privacy of your information in accordance with the principles set out in the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR). This privacy policy explains how we use the personal information we collect about you when you access our services either through application forms, via our website, social media, by mail, email or by telephone. We take your privacy seriously and we do all we reasonably can to protect our service user's privacy.

### **When do we collect personal information about you?**

We may hold information relating to you from a number of sources, and will collect personal information about you:

- When you give it to us directly. For example, personal information that you share with us when you register with us for one of our services, communicate with us by email, phone or post, submit through our website by signing up to our bulletin, or contacting us to make a donation.
- When we obtain it indirectly. Your personal information may be shared with us by third parties, including our business partners, our sub-contractors in technical and payment services, advertising networks, research providers and search information providers.
- When it is publicly available. Your personal data may be available to us from external publicly available sources.

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

We collect, store and otherwise process personal information about you such as the following.

- Your name, email address, postal address, telephone number, and social media identity.
- Information about our services which you use, such as events and meetings you have attended and your communication preferences.
- Computer device IDs or other unique identifiers, device and software characteristics (such as type and configuration), connection information, statistics on page views,

referral URLs, IP address (which may tell us your general location), browser and standard web server log information;

- Any other personal information which you choose to share with us when you register for our services.

We do not collect payment or other banking information from you directly apart from in limited scenarios if you are a volunteer and we need to pay you expenses or if you are an employee, for payroll purposes.

If you use your credit or debit card to donate to us, buy something or pay for a registration online or over the phone, those payments are currently processed by secure third-party websites.

We do not collect any personal data from you that we do not need in order to provide, oversee, personalise and improve our service to you.

### **How will we use your information?**

We only use your information for the purposes for which it was intended. As defined by the Information Commissioner's Office (ICO), the lawful basis for processing your information is when:

- Consent of the data subject is given;
- Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract;
- Processing is necessary for compliance with a legal obligation;
- Processing is necessary to protect the vital interests of a data subject or another person;
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- Necessary for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject.

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- Processing is necessary to protect the vital interests of a data subject or another person.

- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.
- Necessary for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject.

If you are not included in any of the above categories and would like to know more about what we do with your data, please contact the Data Protection Officer who will advise (contact details below).

### **How do we store your information?**

We take the security of your information very seriously. To oversee the effective and secure processing of your personal information and to safeguard against its loss, theft, and unauthorised access, use and modification, we operate comprehensive data protection and information security policies and procedures.

We store all your information securely, we restrict access to only those who need it and we train our staff and volunteers in handling information securely. Your information will only be retained for as long as necessary.

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

Paper records should be retained for the following periods at the end of which they should be shredded:

- Client records – 6 years after ceasing to be a client.
- Staff records – 6 years after ceasing to be a member of staff.
- Unsuccessful staff application forms – 6 months after vacancy closing date.
- Volunteer records – 6 years after ceasing to be a volunteer.
- Timesheets and other financial documents – 7 years.
- Employer’s liability insurance – 40 years.
- Other documentation, eg clients briefing documents required for Home form Hospital visit, should be destroyed as soon as it is no longer needed for the task in hand.

Archived records should clearly display the destruction date.

Computerised records e.g. Salesforce CRM, to be anonymised 6 years after ceasing to have any services from us. (Anonymising will remove the personal and special categories of personal data but will not remove the statistical data.)

Information that we use for marketing purposes will be kept with us until you notify us that you no longer wish us to retain this information.

### **Marketing**

We will not pass your information on to a third party for marketing purposes. Whenever we collect information which may be used for marketing, we will inform you and you will have the opportunity to opt in or out. At any time, you have the right to stop us from contacting you for marketing purposes; you can do this by email or post (see contact details below).

### **Access to your information**

You can request access to your personal information or correct or update inaccurate or out-of-date personal information we hold about you. To request this information, you can email [admin@bridgerenewaltrust.org.uk](mailto:admin@bridgerenewaltrust.org.uk) or write to the Data Protection Officer at the address below.

### **Other websites**

Our website may contain links to other websites of interest. This privacy policy only applies to this website, so when you click on a link to another website, you should be aware of their own privacy policies. We cannot accept responsibility for your use of these websites.

### **Sharing your information**

We do not share information about our service users with anyone without their consent unless the law and our policies allow us to do so.

Anonymous data may be processed and shared for funding monitoring reports.

### **Contact and complaints**

If you have any queries about this privacy notice or how we process your personal data, or if you wish to exercise any of your rights under applicable law, you may contact the Data Protection Officer, currently the Trust's Chief Executive:

- by email: [admin@bridgerenewaltrust.org.uk](mailto:admin@bridgerenewaltrust.org.uk)
- by telephone: 020 8442 7645
- or by post: The Bridge Renewal Trust, Laurels Healthy Living Centre, 256 St Ann's Road, London N15 5AZ

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner's Office.

### **Changes to our policy**

We keep our privacy policy under regular review and any changes to the policy will be updated on our website.