

Privacy Notice – full version

Clifton Learning Partnership



Clifton Learning Partnership

We want everyone who supports us, or who comes to us for support, to feel confident and comfortable with how any

personal information you share with us will be looked after or used. This Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you). Here at Clifton Learning Partnership, we are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner. We are committed to treating you with respect and openness.

Our Privacy Policy may change so please remember to check back from time to time, this is version 1 and was created in May 2018. Where we have made any changes to this Privacy Policy, we will make this clear on our website and display it in our buildings, Zones 1 and 2. Our staff will also talk to you about any changes.

1. Who we are

We are a registered charity (number 1142675) and we are here to support the local community of Rotherham East and its surroundings. Our registered address is The Caretaker's House, St Ann's J & I School, St Leonard's Rd, Rotherham, S65 1PA, but you can talk to us in person at Zones 1 and 2, Erskine Road. Eastwood, Rotherham, S65 1RF.

We are a "data controller" for the purposes of the EU General Data Protection Regulation 2016/679 ("Data Protection Law"). This means that we are responsible for, and control the processing of, your personal information.

You can ask any of us about this notice and what it means or any other questions that you want about how we look after your personal information. We have a named Data Protection Officer – Helen Littlewood. You can ask to talk to her if you want to, call her on 01709 728069 or contact her through our website – www.clifton-partnership.org.uk or email her at enquiries@clifton-partnership.org.uk

2. How we collect information about you

Everything we do is to ensure that we can provide help to people within our local community of Rotherham East and its surroundings. We want to make that sure you receive the right services that you may require, and to make sure that you receive the best attention when you book our building, or make a donation through our website.

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 or join in with an activity or project that we are running, or attend an event at Zones 1 or 2. Our staff

will always talk to you about what information they are collecting, why we are collecting it and that we promise to look after your information.

- This could also be if you book one of our buildings, make a donation to us, 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 through third parties: This could be if you provide a donation through a third party such as PayPal on our website and provide your consent for your personal information to be shared with us.
- If you have agreed with a third party that they may make a referral to us. Before we do anything with this information we will contact you and make sure that you are still happy to go ahead with the referral. Our staff will always talk to you about what information they are collecting, why we are collecting it and that we promise to look after your information.

3. Information we collect and why we use it

Personal Information

- The personal information that we collect will depend on the service that we are offering you. We will only collect the information that we need to be able to provide you with a good service or to help us to monitor and report to funders on what we are doing. Our staff will always talk to you about what information they are collecting, why we are collecting it and that we promise to look after your information. If we have to share any of your information we will take out any personal details so that you are not identifiable. This would be if we are required by a funder to report on the work that we have done to prove that we have done the work that they have paid us for.
- If you make a donation via our website through Pay Pal we only receive your name, email and the amount donated. We keep this to help us monitor donations. We will not contact you directly other than one email to thank you for your donation. We will not contact you further unless you give us permission to do so.

We will mainly use this information:

- To process your donations and verify any financial transactions.
- To provide the services or goods that you have requested.
- To update you with important administrative messages about 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.

If you do not provide this information, we will not be able to process your donation, sign you up for a particular event or provide goods and services you have requested.

We may also use your personal information:

- To contact you about our work and see if you want to join in with a new project, service or activity that we are running
- To invite you to participate in surveys or research.

Sensitive Personal Information

If you share your personal experience or the experiences of a friend or relative, we may also collect this information. If you provide us with any Sensitive Personal Information we will treat that information with extra care and confidentiality and always in accordance with this Privacy Policy.

You can of course decide if you want to remain anonymous, if you are happy to share your personal details with staff members or if you would like us to share your story as part of our work telling people's personal stories, for example in our annual report.

A special note about the Sensitive Personal Information we hold:

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs.

We will only use this information:

- For the purposes of dealing with your enquiry, training, and quality monitoring or evaluating the services we provide.
- We will not pass on your details to anyone else without your express permission except in exceptional circumstances. Examples of this might include anyone reporting serious self-harm or posing a threat to others or children contacting us and sharing serious issues such as physical abuse or exploitation.
- Where you have given us your express consent.

4. Legal basis for using your information

In some cases, we will only use your personal information where we have your consent or because we need to use it in order to fulfil a contract with you.

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. This would include things like for dealing with complaints or dealing with incidents of violence to staff.

Whenever we process your Personal Information under the 'legitimate interest' lawful basis we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

5. Sharing your Information

The personal information we collect about you will mainly be used by our staff (and volunteers) so that they can support you.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities.

We will seek your express consent to share your personal information with third parties that we think could provide you with additional support or help or may have projects that you may want to get involved with.

6. Legal disclosure

We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority).

7. Keeping your information safe

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

Any debit or credit card details all go through PayPal, our payment processing partner, according to the Payment Card Industry Security Standards and we never get to see any of this information other than the name and your email attached the donation. We retain this information in order to ensure proper financial controls.

8. How long we hold your information for

We only keep your data for as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations or to fulfil contracts.

9. 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 in person at Zones1 or 2, Erskine Road, Eastwood, Rotherham, S65 1RF or by email to enquiries@clifton-partnership.org.uk or through our website www.clifton-partnership.org.uk or via telephone on 01709 728069.

Your rights:

- 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. Please contact us as noted above, providing details of your objection.
- Consent: If you have given us your consent to use personal information, 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.

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.

10. 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. We do not use Cookies

11. Website

We do not collect any information when you visit our website.