

# WEB MERSEYSIDE'S PRIVACY POLICY

## INTRODUCTION

WEB is committed to protecting your privacy and security. Your personal data (i.e. any information which identifies you, or which can be identified as relating to you personally) will be collected and used by Women's Enterprising Breakthrough (charity no: 1045403 in England) which usually trades as WEB Merseyside (company no: 3036531) This document explains how we, WEB Merseyside use data about individuals.

Both Women's Enterprising Breakthrough and WEB Merseyside (together referred to as "WEB") are based at 176 Corporation Road, Birkenhead, Merseyside, CH41 8JQ. For the purposes of data protection law, WEB will be the controller.

## WHY DO WE NEED YOUR INFORMATION?

We use personal data to help us to organise the giving of our time, money and effort in supporting you as clients of the Charity to gain access to our support services. Your activities and involvement with WEB will result in personal data being created. This could include details of how you've helped us by volunteering or being involved in any way with our activities.

## WHOSE DATA DO WE COLLECT?

We hold data on both those individuals who are a) a client in the process of gaining access to our support services and b) a client who has already gained access to our support services and is currently receiving support. We also hold data on existing and previous Volunteers, Employees and Trustees.

## HOW DO WE OBTAIN YOUR DATA?

The majority of the information we hold about you has been provided directly to us by you. In some cases, we may receive data from other sources. Examples include: a Statutory referring agency or your General Practitioner.

## WHAT WE DO WITH YOUR DATA AND WHY?

If you would like to see how long we keep our data, you can find a copy of our retention policy at [www.webmerseyside.org](http://www.webmerseyside.org)

## Information on Clients

We collect the information described below in order to support you to access and maintain our services.

We collect the following classes of information on our Clients:

- Summary of reason for referral to access our services, support requirements i.e. issues with physical/mental health, depression, stress, confidence, relationship breakdown.

- Referring Agency details and contact name and telephone number.
- Risk Assessment.
- **Information about our relationship with you, correspondence, meeting notes, attendance at events etc.**

The following information is required for statistics we are requested to give to our Funders and is not mandatory for you to provide us with. If you agree to us using this information as part of our statistical reports to funders it is completely anonymous.

- Gender at Birth.
- Ethnic Origin.
- Religion or Belief.
- Sexual Orientation.
- Disability
- Caring Responsibilities

This information will be retained for legal reasons, to protect us (including in the event of an insurance or legal claim) and for safeguarding purposes

- We will keep data for as long as is needed to complete the task for which it was collected. Relationships between WEB Merseyside and Clients, Volunteers, Employees and Trustees are often long term and so we expect to keep your data for as long as that relationship exists and in line with legal and regulatory requirements or guidance. If you would like to see how long we keep our data, a copy of our retention policy is available at [www.webmerseyside.org](http://www.webmerseyside.org)

### **Information on Volunteers**

We collect the following information on our Volunteers:

- Name(s) and address, email, phone number, and other relevant contact details and preferences.
- Date of Birth.
- Qualifications.
- Employment History
- **GP name and address.**
- Emergency contact number
- Serious medical conditions
- **Enhanced DBS Certificate numbers and date.**
- **Indictments under the Disqualification for Caring for Children Regulations 1991 or any other legislation.**
- Information about our relationship with you, correspondence, meeting notes, attendance at events etc.

This information will be retained for legal reasons, to protect us (including in the event of an insurance or legal claim) and for safeguarding purposes.

### **Information on Employees**

We collect the following information on our Employees:

- Name(s) and address, email, phone number, and other relevant contact details and preferences.
- Date of Birth.
- Qualifications.
- Employment History
- **GP name and address.**
- Emergency contact number
- Serious medical conditions
- **Enhanced DBS Certificate numbers and date.**
- **Indictments under the Disqualification for Caring for Children Regulations 1991 or any other legislation.**
- Information about our relationship with you, correspondence, meeting notes, attendance at events etc.
- This information will be retained for legal reasons, to protect us (including in the event of an insurance or legal claim) and for safeguarding purposes

### **Information on Trustees**

We collect the following information on our Trustees:

- Name(s) and address, email, phone number, and other relevant contact details and preferences.
- Date of Birth.
- Qualifications.
- Employment History
- **GP name and address.**
- Emergency contact number
- Serious medical conditions
- **Enhanced DBS Certificate numbers and date.**
- **Indictments under the Disqualification for Caring for Children Regulations 1991 or any other legislation.**
- Information about our relationship with you, correspondence, meeting notes, attendance at events etc
- This information will be retained for legal reasons, to protect us (including in the event of an insurance or legal claim) and for safeguarding purposes

### **PROTECTING YOUR DATA**

WEB is committed to protecting your privacy and security. We keep your data secure in our database with appropriate security mechanisms in place. We will never sell your personal data, and will only ever share it with organisations we work with where necessary i.e. safeguarding escalations to Multi-Agency Risk Assessment Conference (**MARAC**). This action is taken only after full discussions with you as the Client and with your agreement.

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means). Our staff receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

We only ever use your personal data with your consent, or where it is necessary in order to:

- Enter into, or perform, a support service with you.
- Comply with a legal duty.
- Protect your vital interests.
- For our own (or a third party's) lawful interests, provided your rights do not override these.  
In any event, we will only use your information for the purposes it was collected for (or else for closely related purposes).

## **OUR RESPONSIBILITIES**

The law requires us to tell you the basis on which we process your data.

- Some activities (for example sending you emails which promote WEB Merseyside's services) require your consent. If the law requires your consent to process data in a certain way, then we will obtain it before carrying out that activity.
- The law allows us to process your data if it is in our legitimate interest to do so, but only so long as we need to and your "interests or your fundamental rights and freedoms are not overridden". Practically speaking this means we carry out an exercise to check that we will not cause you harm by processing your data, that the processing is not overly intrusive and that we will only do so in a way which is described in this privacy notice.
- We will keep data for as long as is needed to complete the task for which it was collected. Relationships between WEB Merseyside and Clients, Volunteers, Employees and Trustees are often long term and so we expect to keep your data for as long as that relationship exists and in line with legal and regulatory requirements or guidance. . If you would like to see how long we keep our data, a copy of our retention policy is available at [www.webmerseyside.org](http://www.webmerseyside.org)

## **INFORMATION FROM THIRD PARTIES**

We receive personal data about individuals from third parties. For example, when we are partnering with another organisation (e.g. you provide your information to a Statutory Referring Agency or via your General Practitioner).

## **SENSITIVE PERSONAL DATA**

We collect and store sensitive personal data (such as information relating to health, beliefs and ethnicity) about Clients and Volunteers of which we take extra care to ensure your privacy rights are protected.

## **YOUR RIGHTS**

The law requires us to tell you that you have a variety of rights about the way we process your data. These are as follows:

- Where our use of your data requires consent, you may withdraw this consent at any time.
- Where we rely on our legitimate interest to process data, you may ask us to stop doing so.
- You may request a copy of the data we hold about you and we will respond within one month of receipt.
- You may change or stop the way in which we communicate with you or process data about you, and if it is not required for the purpose you provided it, then we will do so.

- If you are not satisfied with the way we have processed your data then you can complain to the Office of the Information Commissioner.
- You have the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason).
- You have the right to have inaccurate data rectified.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

## **ADMINISTRATION**

We use personal data for administrative purposes (i.e. to carry on our charity and support service work).

This includes:

- Maintaining databases of our volunteers, clients, employees and trustees.
- Performing our obligations under funding and statutory requirements.
- Helping us to respect your choices and preferences (e.g. if you ask us not to take photographs or videos of you whilst attending any of our activities – we will keep a record of this).

## **FUNDING REPORT REQUIREMENTS**

Information is regularly required for report statistics we are requested to give to our Funders (e.g. ethnicity, religion, sexual orientation). You do not have to provide us with this information, however, if you do consent to giving us this information it remains completely anonymous in the reports we give to our Funders. We will aggregate and anonymise personal data so that it cannot be linked to any particular person.

## **FUNDRAISING**

As a charity, we rely on donations and support from others to continue our support activities. From time to time, we will contact clients, volunteers, employees and trustees with fundraising materials and communications. This might be about an appeal, a competition we are running, or to suggest ways you can raise funds (e.g. a sponsored event or activity, or even buying a product if WEB will receive some of the proceeds).

As with other marketing communications, we will only contact you specifically about fundraising if you have opted into receiving marketing from us (and you can, of course, withdraw your consent at any time).

## **YOUNG PEOPLE**

Photographs, pictures, stories for use in WEB promotional material

We want the young people who access our services to share their photos, stories and pictures. This is done by way of Photo/Video/Parental Consent forms. If a child is under the age of 13 then we need permission from you as their parent or guardian to share a picture, photo or story with us. For children 13 and over we will request permission from them directly.

## **INFORMATION FOR PARENTS**

We take great care to protect and respect the rights of individuals in relation to their personal data, especially in the case of children. If your child is under 13, we will only use his or her personal data with your consent. This means that, for example, if your child wants to have his or her name or picture featured in any of our promotional material, social media, leaflets, etc we will need you to confirm that you are happy for us to do so.

## **STORAGE**

Where we store information

WEB's operations are based in the UK and we store our data within the European Union. We do not transfer personal data outside of the EEA.

## **COMPLAINTS**

You can complain to WEB directly by contacting either of the individuals named below. If you wish to make a complaint which does not directly relate to your data protection and privacy rights, you can do so in accordance with our charity's complaint policy.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at [www.ico.org.uk](http://www.ico.org.uk)

## **CHANGES TO THIS PRIVACY POLICY**

We will amend this Privacy Policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our Privacy Policy will always be posted on our website.

This Privacy Policy was last updated on 31<sup>st</sup> May 2018.

## **CONTACTING US**

If you have any questions about this privacy notice and about the way in which we process your data including how we communicate with you, please contact us:

### **WEB Merseyside**

**Bernadette King, Centre Manager or Jaki Howe, Trustee**

**176 Corporation Road**

**Birkenhead**

**Merseyside CH41 8JQ**

**Tel no: 0151 653 3771 Email: [info@webmerseyside.org](mailto:info@webmerseyside.org)**

**If you wish us to remove the personal data we hold, please email: [info@webmerseyside.org](mailto:info@webmerseyside.org)**

