



Caring in Bristol

HELPING HOMELESS PEOPLE 365 DAYS A YEAR

Privacy Notice

Who We Are

Caring in Bristol is an effective local charity working to deliver support to homeless and vulnerable people in Bristol 365 days a year. We gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations and explains how, why and when we process your personal data.

Caring in Bristol is a registered charity in England and Wales (no. 1151645) and a company limited by guarantee (no. 8419424). Our registered address is The Night Shelter, 14 Little Bishop Street, Bristol BS2 9JF. We are registered on the Information Commissioner's Office Register; registration number ZA287440 and act as the data controller when processing your data. Our designated Data Protection Appointed Person is the Charity Director, who can be contacted at info@caringinbristol.org.uk, 0117 924 4444.

Information That We Collect

Caring in Bristol processes your personal information to meet our legal, statutory and contractual obligations and to deliver our projects. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we collect from you is:

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Mobile Telephone Number



- Financial information relating to your donation

We collect information in the below ways:

- Online volunteer application forms
- Online donations
- When you use our services. In these cases we will ask for your informed consent to collect, store and share your information
- Online newsletter sign up
- If you are an employee, contractor or supplier of Caring in Bristol

How We Use Your Personal Data

Caring in Bristol takes your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with communications regarding the charity and our work, you are free to withdraw this consent at any time.

The purposes and reasons for processing your personal data are detailed below:

- We collect and store your personal data in order to process a donation that you have made for our financial records for charity accounting and tax purposes.
- We collect and store your data in order to carry out our obligations arising from any contracts entered into by you and us
- We collect and store your data in order to communicate with you regarding the operations of a project for which you are a volunteer
- We collect and store your data in order to send you communications that you have consented to receive. These may include information about the charity's work, fundraising campaigns, appeals and events and volunteering opportunities.
- In some cases we collect and store your personal data if you are using one of our services. In these cases we will seek explicit consent and inform you of how we store your data and share with other organisations who we are working with to support you.

Your Rights

You have the right to access any personal information that Caring in Bristol processes about you and to request information about:

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed



- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing in accordance with the data protection laws, as well as to object to any direct communication from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request, this is to ensure that your data is protected and kept secure. This process may also incur an administration charge to cover costs.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. Caring in Bristol uses third-parties to provide the below services; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

Donorfy

We use Donorfy as our customer record management system to store personal information about our donors, volunteers and supporters. The information we provide them with is your name, address, email address and, where applicable, your donation history for our financial records for charity accounting and tax purposes.

For more information about Donorfy please read their Privacy Policy: <https://donorfy.com/privacy-policy>

Mailchimp

We use Mailchimp to send emails and newsletters to our donors, volunteers and supporters. The information we provide them with is your name and email address.

For more information about Mailchimp please read their privacy policy here: <https://mailchimp.com/legal/privacy/>

Better Impact



We use Better Impact as our volunteer management system to store personal information about our volunteers. The information we provide them with is your name, email address, postal address, phone number and date of birth to be able to fulfil the operational needs of our projects and communicate with you about the project for which you are a volunteer.

For more information about Better Impact and their privacy policy, please visit: <https://www.betterimpact.com/wp-content/uploads/2014/07/Better-Impact-IT-FAQs-USA.pdf>

Bristol Community Accountancy Project (BCAP)

If you are an employee of Caring in Bristol we will share your name, home address, date of birth, National Insurance Number and PAYE reference number with our payroll provider, BCAP and HMRC for payroll and tax purposes.

For more information about BCAP: please visit: <http://bcap.uk.com/gdpr/>

DePaul

If you are a user of or volunteer for our Bristol Nightstop project, your data will be shared with the DePaul UK Client Management System. The information we provide them with is your name, contact details, ethnicity, gender and support needs. We provide them with this information for case and project management and project monitoring and evaluation purposes.

More information about DePaul's privacy policy is pending updates from DePaul, expected week commencing 2nd April 2018.

Safeguarding Measures

Caring in Bristol takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, *including* encryptions, pseudonymisation, restricted access, IT authentication, firewalls, anti-virus/malware.

Caring in Bristol utilise some products or services that may be hosted/stored in non-EU countries including Canada, which means that we may transfer any information which is submitted by you to us outside the European Economic Area ("EEA") for the below purposes:

- Volunteer management
- Communication management
- Email communication
- Website hosting
- Cloud-based Microsoft Azure Server



Therefore, when you volunteer, donate, sign up to our newsletter, engage in email correspondence, use our website or engage with the charity's operations the personal information you submit may be stored on servers which are hosted in non-EU countries including Canada. Where this is the case, we will take steps to ensure that those providers use the necessary level of protection for your information and abide by strict agreements and measures set out by Caring in Bristol to protect your data and comply with the relevant data protection laws.

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to Caring in Bristol. However, as this information is required for us to provide you with our services as a volunteer, be able to communicate with you regarding the use of your donation or provide you with some services as a user of our projects, we will not be able to offer some of our services without it.

How Long We Keep Your Data

Caring in Bristol only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

Where you have consented to us using your details for direct communications, we will keep such data until you notify us otherwise and/or withdraw your consent.

Charity Communications

Occasionally, Caring in Bristol would like to contact you about our work, fundraising campaigns and events and volunteering opportunities. If you consent to us using your contact details for this purpose, you have the right to modify or withdraw your consent at any time by using the opt-out/unsubscribe options or by contacting Caring in Bristol directly.

If you consent to us contacting you with the above-mentioned communication, please fill in the form on our website to say how you would like to be contacted: <http://caringinbristol.co.uk/contact/>

Lodging a Complaint

Caring in Bristol only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.



Caring in Bristol
The Charity Director
The Night Shelter, 14 Little Bishop Street, Bristol, BS2 9JF
info@caringinbristol.org.uk
0117 924 4444

Information Commissioner

For more information on lodging a complaint about Caring in Bristol, please visit:
<https://ico.org.uk/for-the-public/raising-concerns/>

Consent

Caring in Bristol take your privacy seriously and will only process your personal data with your consent and in accordance with the terms stated in our Privacy Notice. If you consent to us collecting and processing your personal data, please fill in your email address and press send link, which will send you an email and enable you to update your communications preferences: <http://caringinbristol.co.uk/contact/>

Cookie Notice

A 'cookie' is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. When you visit a site that uses cookies for the first time, a cookie is downloaded onto your computer/mobile device so that the next time you visit that site, your device will remember useful information such as items added in the shopping cart, visited pages or logging in options.

Cookies are widely used in order to make websites work, or to work more efficiently, and our site relies on cookies to optimise user experience and for features and services to function properly.

Most web browsers allow some control to restrict or block cookies through the browser settings, however if you disable cookies you may find this affects your ability to use certain parts of our website or services. For more information about cookies visit <https://www.aboutcookies.org>.

This privacy notice was updated on 28/03/18 and will be reviewed regularly in order to ensure that it is compliant with the General Data Protection Regulation.

