



# Caring in Bristol

## 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 Lead is the Charity Director, Ben Richardson who can be contacted at [info@caringinbristol.org.uk](mailto:info@caringinbristol.org.uk), 0117 924 4444.

### Information That We Collect

#### Supporters

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

#### Volunteers

The personal data that we collect from you is:

- Name
- Date of Birth
- Home Address
- Personal Email
- Mobile Telephone Number
- Shift availability and preferences
- Information on your relevant previous experience

#### Client / Service Users

We will only collect the data which is relevant to our ability to deliver each specific service for the best possible outcome for our service users.

The personal data that we collect from you is:

- Name
- Date of birth
- Postal address
- Personal email
- Mobile telephone number

The personal data we collect from you may also include:

- Personal demographic information (gender, ethnicity, place of birth)
- Housing situation
- Employment situation
- Support and safeguarding needs
- Data required to for our workers to support your needs

## How we collect your data

We collect information in the following ways and use robust systems to store it:

User category	Method	Systems (see details below)
Volunteers	Online volunteer application forms and online portal	Better Impact
Supporters	Online and written donation forms, community and corporate supporter agreements.	Donorfy Stripe Go Cardless
Clients / service users	Client referral forms completed by staff from partner organisations and submitted through secure email system	Proton mail
Clients / service users	Data collected in-person by support workers in initial assessments and subsequent meetings with clients. In these cases we will ask for your informed consent to collect, store and share your information.	Inform
Supporters	Online newsletter sign-up	Mailchimp
Employees	Application form, new starter forms and ongoing contact during employment	Breathe HR BCAP
Suppliers / contractors / partners	Dependent on the relationship with the organisation and the work being carried out	

## How We Use Your Personal Data

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 or agreements 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 current volunteer or have registered interest in volunteering for
- We collect and store your data in order to send you electronic and/or postal 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 or have used one of our services.

## Lawful bases for using your personal data

Depending on the reason for which you are interacting with us, we will rely on one of the following lawful bases (set out under data protection legislation):

- **Consent:** for example, when we wish to send you electronic direct marketing communications
- **Performance of a contract:** for example, where the use of personal data is necessary for the delivery of objectives set out in a contract, we have entered
- **Legal obligation:** where we have a legal obligation to use personal data for a certain purpose e.g. tax administration, employment rights, health and safety
- **Legitimate interests:** where we have a legitimate interest in using personal data for a purpose that does not cause unwarranted harm to the individuals concerned e.g. when recruiting and managing our volunteers.

Where we hold and use special category data (for example, information relating to a service user's health), we are required to identify a further lawful basis to allow us to use this data. This will depend on the circumstances and the support being provided, but may be based on freely given consent, where it is in a service user's vital interests or in the substantial public interest (conditions under Schedule 1 of the Data Protection Act 2018)."

## 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

Much of this information is contained in this Privacy Notice. 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.

In certain circumstances, 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. To make a request in relation to any of these rights, please contact us at: [info@caringinbristol.org.uk](mailto:info@caringinbristol.org.uk)

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.

## **Sharing and Disclosing Your Personal Information**

Caring in Bristol uses certain third-parties to provide the below services on our behalf;

### Supporters

#### **Donorfy**

We use Donorfy as our customer record management system to store personal information about our donors 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 communications 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/>

#### **Stripe**

We use Stripe to process online donations. The information provided to them includes donors' names, email addresses, home addresses and financial information for them to process donations.

For more information about Stripe, please read their privacy policy here: <https://stripe.com/gb/privacy>

#### **GoCardless**

We use GoCardless to process direct debit donations. The information provided to them includes donors' names, email addresses, home addresses and financial information for them to process donations.

For more information about Stripe, please read their privacy policy here: <https://gocardless.com/privacy/>

## Volunteers

### **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.co.uk/privacy-policy>

## Clients / Service Users

We may need to share some of your information, and we will always take appropriate precautions before doing so. Where we do need to share information as part of a legal duty, we will make you aware of this. We do this to respect your right to be informed about your data, and where it is going.

### **Proton Mail**

Proton is a secure email system which we use for incoming client referrals from partner organisations. It uses client-side encryption to protect email content and user data before they are sent to Proton Mail servers so your data cannot be accessed by Proton. Our referral materials state clearly that workers should gain full consent from prospective clients when completing a referral form on their behalf. Forms are not stored here long term and information is deleted once it has been transferred to the Inform database system.

For more information about Proton please read their privacy policy here:

<https://proton.me/legal/privacy>

### **Inform**

We use Inform to store personal information about the people that use our services. The data we collect depends on the service and the individual's needs, but would normally include name, home address, date of birth, contact details, housing situation, support needs, demographic information and any other data required to for our workers to support your needs.

For more information about Inform please read their privacy policy here:

<https://homeless.org.uk/privacy-and-data-protection/>

### **DePaul**

If you were a user 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 provided them with this information for case and project management and project monitoring and evaluation purposes.

Depaul's privacy policy relating to the Nightstop project is available at:

<https://www.nightstop.org.uk/data-protection-and-privacy-statement>.

## Employees

### **Breathe HR**

Caring in Bristol uses the Breathe HR system to manage data on our current and previous employees. The information we provide them with is your name, personal email address, postal address, phone number, date of birth, proof of right to work in the UK, and employment related documents.

<https://www.breathehr.com/en-gb/privacy-policy>

### **Bristol Community Accountancy Project (BCAP)**

If you are an employee of Caring in Bristol, we will share your name, home address, date of birth, bank account details 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/>

### **Storage of 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 (listed in the previous section) 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 some 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**

Supporters

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. Where you have donated, we are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of six 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. Where you have withdrawn consent to receive marketing communications, we may need to retain some of your personal data to ensure you are not contacted again in future.

## **Charity Communications**

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 want to hear from us in relation to the topics mentioned above, please sign up to our mailing list via our website: [www.caringinbristol.co.uk](http://www.caringinbristol.co.uk).

### Clients/ Service Users

We will keep your data for a period of five years, after you have left the service. Your data will then be minimised and only the following information will be kept:

- Your name and date of birth to identify you should you re-engage with a Caring in Bristol service in the future.
- A list of the services you engaged with including dates of entry and exit, again this would be able to help us better support you should you re-engage.

In some exceptional cases we may have to keep additional information. This will only be done if there were any significant risks to other clients, staff or property which we'd need a record of should you re-engage.

This information will only be kept for a maximum of seven years after you have left the service

## **Lodging a Complaint**

If you are unhappy with how Caring in Bristol have handled your personal data, in the first instance please contact our Data Protection Lead at:

Caring in Bristol  
The Night Shelter, 14 Little Bishop Street, Bristol, BS2 9JF  
[info@caringinbristol.org.uk](mailto:info@caringinbristol.org.uk)  
0117 924 4444

If we are unable to resolve your complaint informally, you have the right to lodge a complaint with the supervisory authority. For more information on lodging a complaint with the Information Commissioner's Office, please visit: <https://ico.org.uk/for-the-public/raising-concerns/>

## **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>.