

# Unlock Privacy Notice

We are committed to protecting your personal information and being transparent about what we do with it, no matter how you interact with us. That's whether you want to work, volunteer or advocate for us, donate, want information, training or want to learn more about what we do.

We are committed to using your personal information in accordance with our responsibilities. We are required to provide you with the information in this Privacy Notice under applicable law which includes:

- the Data Protection Act 1998, which will be replaced by the General Data Protection Regulation (EU) 2016/679 from 25 May 2018
- the Privacy and Electronic Communications (EC Directive) Regulations 2003.

We won't do anything with your information you wouldn't reasonably expect.

Processing of your personal information is carried out by Unlock (Registered Charity Number 313454).

If you have any queries about our Privacy Notice, please get in touch

Email [office@unlock-urban.org.uk](mailto:office@unlock-urban.org.uk)

Phone 01709 380318

Post Data Protection  
Unlock  
15 Station Road  
Rotherham  
S60 1HN

## How and when we collect information about you

### When you directly give us information

We may collect and store information about you when you interact with us. For example, this could be when you:

- support our work through a donation
- fundraise on our behalf
- take part in our annual sponsored walk
- enter into a local partnership with us
- submit an enquiry
- participate in our training
- give us feedback
- make a complaint
- apply for a job
- register as a volunteer
- enter into a contract with us

## What information we might collect

When you engage with us by phone, mail, in person or online, we may collect information about you (referred to in this Privacy Notice as 'personal information'). This may include your name, address, email address, telephone number, date of birth, job title and details of your education and career, why you are interested in Unlock, and other information relating to you personally which you may choose to provide to us.

Data protection law recognises that certain types of personal information are more sensitive. This is known as 'sensitive' or 'special category' personal information and covers information revealing racial or ethnic origin, religious or philosophical beliefs and political opinions, trade union membership, genetic or biometric data, information concerning health or data concerning a person's sex life or sexual orientation.

Sensitive information will only be collected where necessary, for example, we may need to collect health information from you when you register for a challenge event or to deliver a community service as a volunteer or member of staff. Clear notices will be provided at the time we collect this information, stating what information is needed, and why.

With your explicit consent, we may also collect sensitive personal information if you choose to tell us about your experiences relating to our services for use in a case study.

## If you're 16 or under

If you're aged 16 or under, you must get your parent/guardian's permission before you provide any personal information to us.

## How and why we use your information

We will use your personal information for the following purposes:

- **Donation processing:** We will process personal information you provide in order to administer any one-off or on-going donations you make and claim Gift Aid.
- **Responding to a request:** If you contact us with a query, we may use your personal information to provide you with a response.
- **Newsletter/Annual Sponsored Walk:** If you have provided contact details you may receive contact from us with news about our activities (e.g. our newsletter or information about our annual sponsored walk). You can withdraw your consent to receiving information from us. If you withdraw your consent and then subsequently opt in to receive marketing information again, then your most recent preference may supersede. If you have responded to a letter of appeal, you may also receive fundraising mail, which you can opt out of at any time.
- **Processing an application to work with us:** We may process your information if you send or fill in an application form or send us your CV or details in respect of an opportunity to work with us in order to evaluate your suitability and respond to you.
- **Providing and developing our website:** We may use your personal information to help provide you with access to our website
- **Administration:** We may use your personal information to record and deal with a complaint, record a request not to receive further marketing information, record what our volunteers have done for us, and for other essential internal record keeping purposes.
- **Protecting your vital interests:** We may process your personal information where we reasonably think that there is a risk of serious harm or abuse to you or someone else.
- **Legal, regulatory and tax compliance:** Where required we are subject to a legal obligation, we may process your personal information to fulfil that obligation.

## **Who do we share your information with?**

We will only use your information for the purposes for which it was obtained. We will not, under any circumstances, sell or share your personal information with any third party for their own purposes, and you will not receive marketing from any other companies, charities or other organisations as a result of giving your details to us.

We will only share your data for the following purposes:

1. Where legally required: We will comply with requests where disclosure is required by law, for example, we may disclose your personal information to the government for tax investigation purposes, or to law enforcement agencies for the prevention and detection of crime. We may also share your information with the emergency services if we reasonably think there is a risk of serious harm or abuse to you or someone else.
2. In order to process a mailing to our supporters (e.g. Newsletter or Annual Sponsored Walk Information). We provide a list of names and addresses to a third party company to do our mailing for us.

We always aim to ensure that personal information is only used by those third parties for lawful purposes in accordance with this Privacy Notice.

## **How we protect your information**

We use technical and organisational safeguards to ensure that your personal information is secure. We limit access to information on a need-to-know basis and take appropriate measures to ensure that our people are aware that such information is only used in accordance with this Privacy Notice.

Our online forms are always encrypted (tbc) and our network is protected.

However, please be aware that there are always inherent risks in sending information by public networks or using public computers and we cannot 100% guarantee the security of data (including personal information) disclosed or transmitted over public networks.

## **Vulnerable circumstances**

We understand that additional care may be needed when we collect and process the personal information of vulnerable supporters and volunteers. In recognition of this, we observe good practice guideline in our interactions with vulnerable people.

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

We will keep your personal information in respect of financial transactions for as long as the law requires us to for tax or accounting purposes (which may be up to six years after a particular transaction).

If you request that we stop processing your personal information for the purpose of marketing we may in some instances need to add your details to a suppression file to enable us to comply with your request not to be contacted.

In respect of other personal information, we will retain it for no longer than necessary for the purposes for which it was collected, taking into account guidance issued by the Information Commissioner's Office.

## Your rights to your personal information

Data protection legislation gives you the right to request access to personal information about you which is processed by Unlock and to have any inaccuracies corrected.

You also have the right to ask us to erase your personal information, ask us to restrict our processing of your personal information or to object to our processing of your personal information.

Via post to:

Data Protection  
Unlock  
15 Station Road  
Rotherham  
S60 1HN

Alternatively via email to: [office@unlock-urban.org.uk](mailto:office@unlock-urban.org.uk)

We will respond within 40 days, on receipt of your written request.

## How to make a complaint or raise a concern

If you would like more information, or have any questions about this policy, to make a formal complaint about our approach to data protection or raise privacy concerns please contact our IT & Finance Manager:

Email [office@unlock-urban.org.uk](mailto:office@unlock-urban.org.uk)

Phone 01709 380318

Post Data Protection  
Unlock  
15 Station Road  
Rotherham  
S60 1HN

If you are not happy with the response you receive, then you can raise your concern with the relevant statutory body:

### Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Alternatively you can **visit their website**.

We are registered with the Information Commissioner's Office as a Data Controller under number **ZA386528**

## Changes to our Privacy Notice

Our Privacy Notice may change from time to time, so please check this page occasionally to see if we have included any updates or changes, and that you are happy with them.

(Last updated: June 2018)