



Tel: 07359 068 827
Email: info@strmsupport.co.uk
www.strmsupport.co.uk

Labyrinth House,
258 Westborough Road,
Westcliff, Essex SS0 9PT

SEND the Right Message Charity Number 1193572 GDPR & Privacy Policy

INTRODUCTION

We understand that the privacy of all of our volunteers, supporters and service users is important to them and that they care about how their personal data is used.

In this Privacy Notice, we refer to all of those individuals as “you” for convenience. We respect and value your privacy and will only collect, hold, use, or share your personal data in ways that are described here, and in a way that is consistent with our obligations and your legal rights.

1. Information about us SEND the Right Message Charity is a registered charity no: 1193572 and is a charitable incorporated organisation and it is regulated by the Charity Commission.

Data Protection Officer: Mrs Maggie Cleary

Email address: info@strmsupport.co.uk

2. What does this Notice cover?

This Privacy Notice explains the types of your personal data that we collect, how it is collected, how it is held, how we use it, and how it is processed. It also explains your rights under data protection legislation relating to



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your personal data. Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

3. What is “personal data”? Personal data is any information relating to an identifiable person who can be directly or indirectly identified by reference to an identifier. Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers. The personal data that we collect and use is set out in paragraph 5 below.

4. What are my rights?

Under the data protection legislation, you have the following rights, which we will always work to uphold.

You have the right to: a) be informed about how we process your personal data;

b) access and be given a copy of the personal data we hold about you. (See paragraph 10 below about this);

1 The “data protection legislation referred to” in this Notice is the General Data Protection Regulation (EU



Regulation 2016/679) and the Data Protection Act 2018.
©

2 c) require us to correct any personal data that we hold about you if any of it is inaccurate or incomplete;

d) be forgotten: in certain circumstances you have a right to have your personal data erased from our records;

e) restrict (i.e., prevent) the processing of your personal data;

f) object to the way we process your personal data (e.g. for direct marketing); g) withdraw consent: if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time;

h) data portability: the right in certain circumstances to have us transfer your personal data to another organisation; and

i) not be subject to a decision based solely on automated processing (including profiling) which produces legal effects on you. We do not use your personal data in this way. As to how to contact us for more information about our use of your personal data or exercising your rights as outlined above, see paragraph 11 below.



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It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data. If you wish to make a complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office but please contact us first (see paragraph 11 below) so that we might try to resolve your concerns ourselves.

5. What personal data do you collect and how?

We may collect and hold some or all of the personal data set out below, using the methods set out there.

Data collected

How do we collect the data?

Identity Information including name, title, date of birth and gender.

- By direct interaction with you or via our website. Contact information, including address, email address, telephone number.
- By direct interaction with you or via our website.
- Payment information, including card details, bank account numbers and whether you are a taxpayer.
- By direct interaction with you or via our website. Health information, including details of any formal



diagnoses

- By direct interaction with you.

6. How do you use my personal data?

Under UK data protection legislation, we must always have a lawful basis for using personal data. The following table describes how we may use your personal data, and our lawful bases for doing so.

What data we use

Our lawful basis:

Administering our charity.

- Managing our relationship with you, e.g., as a volunteer or employee.
- Personal details
- Contact details
- Payment details
- Required for the performance of our contract with you.
- To be able to make payments
- Supplying our services to you.
- Personal details
- Contact details
- Payment details



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Required for the provision of services

- Managing payments for our services.
- Personal details
- Payment details
- Required for the provision of services and for administering our charity

Communicating with you, including where you enquire about us and our work, activities, volunteering, events.

- Personal details
- Contact details

It is necessary for us to read and store your messages so that we can respond in the way that you would expect. Supplying you with information about our work by email where you must that.

(You may opt-out at any time by emailing us at

info@strmsupport.co.uk

- Personal details
- Contact details

You have given your active permission to receive our newsletter updates.



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Receiving a donation from you and claiming Gift Aid on your donations

- Personal details
- Contact details
- Payment details

This is necessary for us to fulfil your intention of donating money: you're your expectation of a confirmation message.

Managing our events

- Personal details
- Contact details
- Payment details

This is needed to provide you with information about the events, and to fulfil your intention to pay for services.

Health information

- Personal details
- Health details

This is needed to ensure that our service providers, staff, and volunteers can meet your medical and emotional needs.



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For marketing purposes, which may include contacting you by email, and or WhatsApp and/or telephone and/or Facebook messenger and or text message with newsletters, fundraising appeals, campaigns, or other information or with information about our products or services. You will not be sent any unlawful marketing or spam.

We will always work to fully protect your rights and comply with our obligations under the UK data protection legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always can opt-out. We will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact us using the details in paragraph 11 below. If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so.



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In some circumstances, where permitted or required by law, we may process your personal data without your knowledge or consent. This will only be done within the bounds of the data protection legislation and your legal rights.

7. How long will you keep my personal data?

We will not keep your personal data for any longer than is necessary considering the reason(s) for which it was first collected.

Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

Type of data

How long we keep it

- Identity Information including name, title, date of birth and gender. 7 years.
- Contact information, including address, email address, telephone number. 7 years.
- Payment information, including card details, bank account numbers and whether you are a tax payer 7 years.
-



- Health information, including details of any formal diagnoses 7 years.

8. How and where do you store or transfer my personal data?

We will only store or transfer your personal data within the UK. This means that it will be fully protected under the data protection legislation. The security of your personal data is essential to us, and to protect your data, we take several important measures, including the following:

- limiting access to your personal data to those employees, volunteers, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner's Office where we are legally required to do so;

9. Do you share my personal data?

We will not share any of your personal data with any third parties for any purposes, subject to the following



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exception in some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority. We may sometimes contract with the following third parties to supply services.

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in paragraph 8.

10. How do I contact you?

To contact us about anything to do with your personal data and data protection, please use the following details (for the attention of Mrs Maggie Cleary, Data Protection Officer: Email address:

info@strmsupport.co.uk

12. Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This policy will be reviewed annually or when there is a change in circumstances, in work practices or the introduction of new legislation.



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This policy was adopted by SEND the Right Message Charity	31 August 2021
Date to be reviewed	31 August 2022
Signed on behalf of the provider	
Name of signatory	Vicki Lamb
Role of signatory	Chair of Trustees
Next Review August 2023	31st August 2023