

# Maidenhead Care

Good Neighbour Scheme

## PRIVACY NOTICE

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### 1. GDPR

As has been well publicised, the General Data Protection Regulation (GDPR) will take effect in the UK from 25 May 2018. It gives individuals rights and protection regarding how their personal data is used by all organisations including charities.

Requirements under the "GDPR" require charities to provide individuals with extensive information about how their personal data is collected, stored and used.

Maidenhead Care will only process the personal information you provide for our legitimate charitable interests, providing support to our clients and enhancing the role of our volunteers.

#### In brief:

- We respect your personal data and store it securely.
- We will never sell your personal data.
- We will remove your data if you ask us to.
- We may send you content we think is relevant or interesting to you, but you can unsubscribe or change your contact preferences at any time.

#### Definitions:

Data Controller: an organisation which holds or processes information about Data Subjects

Data Subject: the individual whose data we may hold or use.

Data Processor: any third party which processes data on behalf of the Data Controller.

## 1. Changes to Privacy Notice

We may need to change our Privacy Notice from time to time, so please check back periodically to ensure that you are happy with any changes.

## 2. Your personal data - what is it?

"Personal data" is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address, or address).

## 3. Who are we?

This Privacy Notice is provided to you by the trustees of Maidenhead Care who are the "Data Controller" for your personal data.

## 4. What data do the Data Controllers process?

**We will process some or all of the following where necessary to perform our tasks:**

- Names, titles, and aliases, photographs;
- Contact details such as telephone numbers, addresses, and email addresses;
- Where they are relevant to our mission, or where you provide them to us, we may process demographic information such as gender, age, date of birth, marital status, nationality, hobbies, family composition, and dependants;
- Where you make donations, financial identifiers such as bank account numbers, payment card numbers and payment/transaction identifiers;
- The data we process is likely to constitute sensitive personal data because, as a charity providing good neighbour help and practical support for elderly, unwell or disadvantaged people, the health conditions that you have advised us of will be recorded and processed.

## 5. How do we process your personal data?

The Data Controllers comply with their obligations under the "GDPR" by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for some or all of the following purposes:

- To enable us to meet all legal and statutory obligations;
- To carry out comprehensive safeguarding procedures (including due diligence and complaints handling) in accordance with best safeguarding practice from time to time with the aim of ensuring that adults-at-risk are provided with safe environments;
- To fundraise and promote the interests of the charity;
- To deliver our mission to our community, and to carry out any other voluntary or charitable activities for the benefit of the public as provided for in the constitution and statutory framework of the data controller;
- To administer the charity's membership records;

- To maintain our own accounts and records;
- To process a donation that you have made;
- To manage our employees and volunteers;
- To manage our contracts with suppliers;
- To seek your views or comments;
- To notify you of news, events, activities and services;
- To operate the Maidenhead Care website;
- To send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities;
- To enable us to provide a voluntary service for the benefit of the public in a particular geographical area as specified in our constitution;

## 6. What is the legal basis for processing your personal data?

We ask for your explicit consent of the Data Subject so that we can keep you informed about news, events, activities and services, include your details in the any directories, process your donations and keep you informed about other events.

Processing of special category data is also carried out in the course of our legitimate activities as a charity supporting the elderly, unwell or disadvantaged people of Maidenhead. Such processing relates solely to those who have been in contact with us in connection with our service. The personal data is not disclosed to anyone outside Maidenhead Care without your consent.

Some of our processing is necessary for compliance with a legal obligation.

We may also process data if it is necessary for the performance of a contract, or to take steps to enter into a contract

## 7. Sharing your personal data

Your personal data will be treated as strictly confidential. It will only be shared with third parties where it is necessary to administer our relationship with you, or where we have another legitimate interest, where we are required by law, or where you first give us your prior consent. It is likely that we will need to share your data with some or all of the following:

- Our volunteers, agents, servants and contractors. For example, we may ask a commercial provider to send out newsletters on our behalf, or to maintain our database software;

All third-party providers as Data Processors are required to take appropriate measures to protect your personal information in line with our policies and the law.

## 8. How long do we keep your personal data

It is current best practice to keep financial records for a minimum period of 7 years to support HMRC audits. We endeavour to keep data only for as long as we need it. This means that we may delete it when it is no longer needed.

## 9. Your rights and your personal data

You have the following rights with respect to your personal data: When exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights.

1. The right to access information we hold on you
  - At any point you can contact us to request the information we hold on you as well as why we have that information, who has access to the information and where we obtained the information from. Once we have received your request we will respond within one month.
  - There are no fees or charges for the first request but additional requests for the same data may be subject to an administrative fee.
2. The right to correct and update the information we hold on you
  - If the data we hold on you is out of date, incomplete or incorrect, you can inform us and your data will be updated.
3. The right to have your information erased
  - If you feel that we should no longer be using your data or that we are illegally using your data, you can request that we erase the data we hold.
  - When we receive your request, we will confirm whether the data has been deleted or the reason why it cannot be deleted (for example because we need it for our legitimate interests or regulatory purpose(s)).
4. The right to object to processing of your data
  - You have the right to request that we stop processing your data. Upon receiving the request, we will contact you and let you know if we are able to comply or if we have legitimate grounds to continue to process your data. Even after you exercise your right to object, we may continue to hold your data to comply with your other rights or to bring or defend legal claims.
5. The right to data portability
  - You have the right to request that we transfer some of your data to another controller. We will comply with your request, where it is feasible to do so, within one month of receiving your request.
6. The right to withdraw your consent to the processing at any time for any processing of data to which consent was sought.
  - You can withdraw your consent by telephone, email, or post, details below.
7. The right to object to the processing of personal data where applicable.
8. The right to lodge a complaint with the Information Commissioner's Office.

## 10. Transfer of data abroad

Any electronic personal data transferred to countries or territories outside the EU will only be placed on systems complying with measures giving equivalent protection of personal rights either through international agreements or contracts approved by the European Union.

Our cloud data backup services are provided by Microsoft OneDrive which is currently based in the United States (although servers may from time to time be based in other countries.) Links to the Privacy Notice of Microsoft are provided below.

## 11. Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

## 12. Website

Our website contains links to other websites that are not operated by us. If you click on a link, you will be directed to that site. We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party websites.

Our website is also accessible from overseas so on occasion some personal data may be accessed from overseas.

We do not use cookies or website visitor tracking software.

## 13. Contact Details

To exercise all relevant rights, queries of complaints please in the first instance contact the Secretary: Mrs. Elaine Clews, 46 Castle Hill, Maidenhead, SL6 4JW.  
Or the Duty Officer phone: 07538 418 448 - Lines open weekdays 9.00am to 5.00pm.  
Email: [office@maidenheadcare.org.uk](mailto:office@maidenheadcare.org.uk)

Copies of our consent form can be obtained from the Secretary or downloaded from the website <http://www.maidenheadcare.org.uk> or by request to the Duty Officer.

The Privacy Notice of Microsoft: <https://privacy.microsoft.com/en-us>

You can contact the Information Commissioners Office on 0303 123 1113 or via email: <https://ico.org.uk/global/contact-us/email/>  
or Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire, SK9 5AF Tel: 0303 123 1113 (local rate)