Privacy Notice Policy

Last review: May 2023

Next review: May 2026

The Trustees in adopting this policy fully understand their legal obligations and the importance of monitoring and implementing the policy within ECI.

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Privacy Notice

1. Introduction

This privacy notice explains how we use any information we collect about you, how it is stored and who you can contact with queries relating to data protection or confidentiality.

In line with the Data Protection Act 2018 we only collect, store and process your personal data if it is justified, minimal, adequate, relevant, correct and limited to what is necessary.

Exeter Community Initiatives will never sell on your personal information.

Exeter Community Initiatives Data Controller: Ellie Taylor

2. Data Subjects

The personal data we may hold varies depending on your interaction with the organisation. We will only ask for necessary information, and this will always be handled in accordance with this privacy statement, and in line with the General Data Protection Regulation (GDPR) 2018.

Types of people who may interact with Exeter Community Initiatives and be asked to share their personal data:

- Service Users (families, adults, groups)
- Volunteers & Trustees
- Donors and Fundraisers
- Employees
- Job Applicants
- 'Supporters of ECI' (who sign up to our mailing list and / or attend ECI events)

We collect and store your information to ensure we can adequately support you, inform you and serve our intended purpose (in relation to you), to ensure we meet our duty of care and uphold our responsibilities with regards to safeguarding our service users and staff and to keep the necessary records to evidence our interactions with you, for funding and compliance, quality assurance and business continuity.

1. Personal data we may hold for service users:

- Your full name, date of birth, address and contact information (including children, where a family is using our services)
- Gender, ethnicity, religion, health, social and environmental needs
- Details of where your children go to nursery or school (where a family is using our services)
- Details of other relevant professionals that you/your family are working with
- A record of our interactions (such as meetings and conversations)
- Any relevant paperwork that we have completed in relation to you, such as media consent forms, referral forms or risk assessments.

2. Personal data we may hold for volunteers and trustees:

- Your full name, date of birth, address and contact information
- Your gender, ethnicity, health and social issues
- Your education, training and employment history
- Your skills and interests
- Details of your next of kin
- Details of your supervision responses and ongoing support with us
- All training that you have received during your time with us
- Your DBS number and expiry date
- Your bank details (to repay any expenditure)

3. Personal data we may hold for donors and fundraisers:

- Your full name, date of birth, address and contact information
- Confirmation of whether you are a UK tax payer (for Gift Aid)
- Details of event including a copy of insurance/risk assessment (for fundraising events)

4. Personal data we may hold for employees:

- Your full name, date of birth, address and contact information
- Your gender, ethnicity, health and social issues
- Your education, training and employment history
- Your skills and interests
- Details of your next of kin
- Details of your supervision responses and ongoing support with us
- All training that you have received during your time with us
- Your DBS number and expiry date
- Your bank details and financial records (for pay and pensions)
- Personnel records

5. Personal data we may hold for applicants (job vacancies)

- Your full name and contact information
- Your application and interview notes

6. Personal data we may hold for supporters of ECI

- Your full name and contact information
- Details of any ECI events you have attended
- Media consent forms

If you no longer wish to receive marketing correspondence from Exeter Community Initiatives, please contact info@eci.org.uk

3. Who has access to your personal data:

- Assigned staff (such as a line manager or case worker)
- The relevant ECI Coordinator and / or Manager
- The relevant 'core' staff – such as administrative, or financial support
- Any third parties with whom we have a data sharing agreement (you will be made aware of this agreement prior to us collecting your information)

4. Storage of personal data

Information and records relating to service users, staff & volunteers will be stored securely and will only be accessible to authorised staff and volunteers.

Information will be stored for only as long as it is needed or required to remain in line with statute and will be disposed of appropriately.

Details of how long we keep data are outlined in our Data Protection and GDPR policy.

5. Cookies

A 'Cookie' is a piece of information that a website sends to your web browser which helps the site remember information about you and your preferences.

'Session' cookies are temporary pieces of information which are erased once you exit your Web browser window or turn your computer off. Session cookies are used to improve navigation on websites and to collect statistical information.

'Persistent' cookies are more permanent pieces of information that are placed on the hard drive of your computer and stay there unless you delete the cookie. Persistent cookies store information on your computer for a number of reasons, such as retrieving certain information you have previously provided (e.g. login passwords), helping to determine what areas of the website visitors find most valuable, and customising the web site based on your preferences.

We use cookies to ensure that we give you the best experience on our website, to support user logins and to help analyse how our site is used. The following cookies are used:

Session ID – These cookies are used to assist people with logins and use of forms to improve their experience of the site.

Persistent – These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

6. Access to your information

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, you can:

- Email info@eci.org.uk
- Write to Exeter Community Initiatives, 148-149 Fore Street, Exeter, EX4 3AN

We will not charge you for this service unless the request is 'manifestly unfounded or excessive or repetitive'.

7. Your rights

Data protection regulations give you clear rights over how your data is used by us. You can find out more detail about your rights by visiting the Information Commissioner's Office website's section on individual rights.

You also have the right to report concerns or complain about our handling of your data to the Information Commissioner's Office. Details of how to do this can be found on its website.