

Digartref

Supporting People – Improving Lives

Privacy Statement

May 2018

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Your support helps us to alleviate homelessness and the related effects on individuals, families and our communities. At Digartref, we take your privacy seriously and will only use your personal information to administer your account and provide the services you have requested from us.

Digartref is responsible for the information that we collect. Therefore, it is our responsibility to ensure it is stored and processed safely and fairly. This policy outlines the data that we collect, how it is used and your rights over your data.

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What information do we collect?

We only collect the information that we need in order to effectively administer your account, improve our services and communicate with you in the way(s) you have chosen on an ongoing basis.

The data we collect falls into two categories:

- Personal information including name, phone number(s), email address.
- Non-personal information such as web pages accessed and files downloaded. This helps us monitor and improve our service by understanding how many people visit our site and which stories are most interesting to people.

Personal information is collected when you choose to contact us via the 'contact' page, the information you provide is automatically recorded on our database, along with any other details that you have entered.

If you make a donation or communicate with us in any other way (email, telephone, face-to-face, JustGiving etc.) your information may also be entered manually onto the database, where it is necessary to administer your account and / or to provide the services you have requested from us.

Details of ongoing communications and transactions are also recorded on the database.

Non-personal information is collected through the use of cookies. For more information about cookies, please see our Cookies Policy.

How will it be used?

The information you provide will be used to:

- Communicate with you, in the way that you have specified, and maintain a record of all communications.
- Fulfil your requests such as sending you referral forms, processing applications for volunteer and worker positions.

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Who will it be shared with?

We will never share your data with other organisations for their own use, unless it is legally required for us to do so.

We do, however, work with carefully selected partners who provide software and services to help us store and process your information safely and effectively. We only work with organisations that we trust, we always ensure that necessary due diligence checks are undertaken and appropriate contracts are in place to ensure that they: abide by General Data Protection Regulation (GDPR); only use your information for the purposes it was supplied; and treat your information as carefully as we would.

How long will we hold your data?

We keep your information for no longer than is necessary for the purposes it was collected for, the length of time we retain your personal information for is determined by operational and legal considerations.

Your rights

Under General Data Protection Regulation (GDPR) you have a number of rights over how your data is used. This includes:

- The right to withdraw your consent, at any time, and to prevent your data being used for marketing. To change or update your communication preferences, email our team at enquiries@digartref.co.uk.
- The right to access a copy of the data we hold about you.
- The right to have inaccurate personal data rectified, erased or destroyed.

Full details of your rights under the Data Protection Act can be found at the Information Commissioners Office website www.ico.org.uk

If you have any questions or concerns about how your information will be used, please contact our team at enquiries@digartref.co.uk or 01407 761653.