

## Privacy Policy including Terms of use [www.inspiresouthwest.co.uk](http://www.inspiresouthwest.co.uk)

### Explaining the legal bases, we rely on

The General Data Protection Regulation sets out a number of different reasons for which an organisation may collect and process your data. These include:

#### Consent

In specific situations, we can collect and process your data with your consent.

*For example, when you tick a box to receive email newsletters, when you sign a consent form for photos to be used*

When collecting your personal data, we will always make clear to you which data is necessary in condition with a particular service.

#### Contractual obligations

In certain circumstances, we need your personal data to comply with our contractual obligations.

*For example, A contract is an agreement between parties which is binding in law and therefore we will have to supply anonymised data to our commissioners who fund us to demonstrate the work we have delivered.*

#### Legal compliance

If the law requires us to, we may need to collect and process your data.

*For example, we can pass on details of people involved in criminal activity affecting the organisation to law enforcement.*

#### Legitimate interest

In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests.

*For example, where processing enables us to enhance, modify, and improve the services we deliver to the community*

Company Number: 9561027

## **When do we collect your personal data?**

We may collect your personal information in a number of ways:

- Referral form (when an individual first comes in contact with our services)
- Via our website [www.inspiresouthwest.co.uk](http://www.inspiresouthwest.co.uk)
- Questionnaires when first accessing our services
- Through the registration process

## **What sort of personal data do we collect?**

We collect the following personal information.

- Name
- Gender
- Date of Birth
- Address
- Email
- Telephone
- Information gathered by the use of cookies in your web browser
- Information gathered by Google Analytics

## **How and why do we use your personal data?**

We collect this information for the following purposes:

- To protect our organisation and you from fraud and other illegal activities. (Legal compliance)
- To comply with our contractual or legal obligations to share data with law enforcement. (Legal compliance)
- To supply anonymised data to the commissioners who fund us to demonstrate the work we have delivered. (Contractual obligation)
- To send you communications required by law or which are necessary to inform you about our changes to the services we provide to you. For example, updates to this Privacy Notice. These service messages do not require prior consent when sent by email or text message. If we do not use your personal data for these purposes, we would be unable to comply with our legal obligations. (Legitimate interest)
- To enhance, modify, and improve the services we deliver to the community. (Legitimate interest)
- To participate in research studies to evidence the benefits our service has on the people and communities it supports. (Your information will not be shared for this purpose without your consent). (Legitimate interest)

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## **How we protect your personal data**

- We know how much data security matters to all supported by Inspire South West, with this in mind, we will treat your data with the utmost care and take all appropriate steps to protect it.
- Access to your electronic personal data is password-protected and can only be accessed by Lyn Brown or designated person working on her behalf. Copies of paper based personal information is locked away securely in our filing systems and does not leave the premises.
- We regularly monitor our system for possible vulnerabilities and attacks, and we carry out penetration testing to identify ways to further strengthen security.
- We ensure all person represent Inspire South West understand the importance of data protection.

## **How long will we keep your personal data for?**

- Whenever we collect or process your personal data, we will only keep it for as long as is necessary for the purpose for which it was collected.
- At the end of that retention period, your data will either be deleted completely or anonymised so that it can be used in a non-identifiable way for statistical analysis and reporting to funders.

### **Examples of data retention periods:**

- Employee records are kept for 6 years following termination of Contract.
- client data is kept for 7 years and then becomes anonymised for the purposes mentioned above.
- Personal information collected in relation to children is kept indefinitely.

## **Sharing your data with third parties for their own purposes:**

We will only do this in very specific circumstances, for example:

- We may be required to disclose your personal data to the police or other enforcement, regulatory or Government body, upon a valid request to do so.
- For fraud management, we may share information about fraudulent or potentially fraudulent activity on our premises or in our systems. This may include sharing data about individuals with law enforcement bodies.
- If we have any reason to believe a child or young person is at significant risk. Please see Inspire South West's separated safeguarding policy for further information.

## **What are your rights over your personal data?**

You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases. However, charges could apply to cover administration fees.
- The correction of your personal data when incorrect, out of date or incomplete.
- That we stop any consent-based processing of your personal data after you withdraw that consent.
- That we stop using your personal data for direct marketing (either through specific channels, or all channels).
- The right to request that all of your personal data is erased from our systems.

### **your right to withdraw consent**

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

### **Where we rely on our legitimate interest**

In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation.

We will then do this unless we believe we have a legitimate overriding reason to continue processing your personal data.

### **Direct marketing**

Consent will always be requested from parents/carers for photographs videos of children to be used, Consent forms are available and should be signed once consent has been sought

You have the right to stop the use of your personal data for direct marketing activity through all channels, or selected channels. We must always comply with your request.

### **Contacting the Regulator**

If you feel that your data has not been handled correctly, or you are unhappy with our response to any request that you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioners Office.

You can contact them by calling 0303 123 1113 or go online to [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

### **Any questions?**

If you have any further questions that haven't been covered please contact Lyn Brown

Company Number: 9561027



**Telephone Number: 07453300171**

**Email: [Lyn.brown@inspiresouthwest.co.uk](mailto:Lyn.brown@inspiresouthwest.co.uk)**

**Address: 1 Allenstyle Drive, Yelland, EX31 3DY**

### **Terms and Conditions of Use**

is a registered Community Interest Company Company Number 9561027

Registered office: 1 Allenstyle Drive, Yelland, EX31 3DY

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Tel: 07453300171 [Lyn.Brown@inspiresouthwest.co.uk](mailto:Lyn.Brown@inspiresouthwest.co.uk)



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Inspire South West has the right to remove any material or posting you make on this Site at its discretion.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by our Privacy Notice. You should exercise caution and look at the privacy statement applicable to the website in question.

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For any questions regarding the Site please Contact Lyn Brown.