



## **Privacy Policy**

## Privacy Policy



### Introduction

Leeds Gypsy and Traveller Exchange (Leeds GATE) is a community members' organisation and committed to keeping people safe. We want all our members, staff and partners to have confidence in our commitment to looking after your personal information and feel confident and comfortable with information you may share with us. This Privacy Policy describes how we collect, use and store your personal information.

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### Who we are

Leeds GATE is a data controller for the purposes of the EU General Data Protection Regulation 2016/679, 2018 ['Data Protection Law, 2018']. This means that we are responsible for processing and controlling your personal information.

We will make every effort to ensure we protect personal information you share with us and process it in a fair, open and transparent way.

### How we collect information about you

We will collect information from you in the following ways

*When you directly access the services of Leeds GATE This could be when you:*

- sign up as a member of Leeds GATE and fill in our membership form
- access our advocacy service and we record notes of the meeting
- attend a group session and we record attendees at the session
- use our care of Post service and you complete the registration form
- volunteer at Leeds GATE and we record attended sessions and your payments

*When you access our services through partners who are working with us or on our behalf. This could be:*

- If you attend a training course, we are delivering in partnership with another organisation
- You attend a group session which we have asked another agency to deliver on our behalf

## **Information we collect and how we use it.**

### Personal Information

We will collect personal information when you sign up as a member, or access any of Leeds GATE services. This may include:

- Your name
- Your address
- Email address
- Your telephone number
- Your date of birth
- Your ethnicity
- And notes of any communication or interaction we have had with you.

We will use this information:

- To keep a record of your relationship to us, this includes membership, volunteering and employment
- To contact you about activities, events or training sessions you have registered an interest in
- To keep a record of our engagement and work with you. If you share your personal experience or the experiences of a friend or relative, we may also collect this information.
- To report back to our funders and evaluate our services. This will always be anonymised

Some categories of personal information are more sensitive. Sensitive personal information can include information about a person's health, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs.

You are under no obligation to provide information of a sensitive nature. If you choose share this information with us we will only use it for the purposes of dealing with your enquiry, training or equality monitoring.

We will not pass on your details to anyone else without your express permission except in exceptional circumstances. Examples of this might include anyone we believe to be at risk of harm to themselves or others.

### **Legal basis for using your information**

We will only use your personal information where we either have your consent, a legitimate interest, a legal responsibility or to fulfil a contract with you.

Legitimate interest allows us to process your personal information to support the organisation to fulfil its responsibilities and achieve our charitable objectives. Examples of where we have a legitimate interest could be:

- Membership sign up- When you sign up as a member of Leeds GATE you are providing consent for us to contact you about activities and events we think will be of interest to you.
- Accessing services, including requests for service and advocacy
- For monitoring purposes, including reports to funders and to improve our services.

### **Sharing your information**

All personal information we collect about you will be used by staff and volunteers at Leeds GATE so we can provide services to you.

We will not share your personal information with any organisation for the purposes of marketing.

We may share your information with our trusted partners. This includes agencies who we work with to deliver services and activities, and organisations who support us with our data management, HR, payroll, accounting and IT systems. We will ensure these organisations have the correct processes and controls in place to protect your data, and are fully compliant with GDPR.

### **Keeping your information safe**

We are committed to protecting your information. We have secure technical systems and organisational processes in place to ensure only authorised persons have access to your data. We use a web based CRM system for all our electronic records and have paper information in locked cabinets with restricted access. Any data shared outside the organisation is sent electronically via email in password protected documents.

### **How long we hold your information for**

We have a data retention policy that details how long we keep your data for. We only keep your data for as long as it is necessary for the relevant activity. Examples of this are

Membership information and case records – We will keep this information for as long as you are a member or until we have not had contact from you for 5 years. We will make every effort to contact you after 5 years to find out if you wish to continue your membership. If not, or we can't contact you we will destroy all your personal information

Training and Leeds GATE marketing information – We will use destroy this data when our relationship ends or you request to stop receiving mailings you signed up to.

Volunteering and staff records – This will be kept in line with our financial records retention timescales.

All personal information is destroyed or deleted when we no longer need it or you ask to stop using it. Where we are required by law to keep this information, eg financial regulations, this will supersede your request.

## Your Rights

You have various rights in regard to the personal information we hold about you. These are.

**Access to your personal information:** You can ask to see what data we hold about you and ask to be sent a copy. This is called a Subject Access Request. Ask a staff member for our guide and a form.

### You can also ask us to:

- correct your data if you think it is wrong;
- stop using and delete your data if you think we no longer should be using it
- stop using and delete your data if you think it is wrong, until it's put right
- ask for any automated portable electronic data file we hold on you to be sent to another organisation; or consider any complaint you have about how we have used your data

### Requests for information or complaints

If you wish to ask us anything about data protection, want to ask for a copy of your data, or you have a complaint about how we have used or looked after your data, contact us at:

**Leeds GATE**  
**169 Crossgreen Lane**  
**Leeds LS9 0BD**

Email to [sharon@leedsgate.co.uk](mailto:sharon@leedsgate.co.uk)

### Complaint handling

If you are ever unhappy with how we have answered your complaint, you can then contact the Information Commissioner's Office at:

The Office of the Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AX

Website: [www.ico.org.uk](http://www.ico.org.uk)  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

## Leeds GATE

### Controlled Document

<b>Document Name:</b>	<b>Privacy Policy</b>
<b>Document Reference Number:</b>	<b>D&amp;C7</b>
Document Version Number	1
Review Schedule	Every two years
Next review due	01/5/20
Owner (Responsibility)	Admin and Ops Manager

### Document Description

This document outlines our legal requirements under the General Data Protection Regulations and the processes for how Leeds GATE meets them.

### Implementation and Quality Assurance

Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.

The Policy will be reviewed every two years by the policy owner and Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.

All aspects of this Policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy please speak to the policy owner