

Schonfeld Square Foundation

Privacy Policy

Last Updated May 2022

We want everyone who supports us to feel confident and comfortable with how any personal information you share with us will be looked after. This Privacy Policy sets out how and when Schonfeld Square Foundation, use and store your personal information (this means any information that identifies or could identify you). We are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner. We are a “data controller” for the purposes of Data Protection Act / General Data Protection Regulation (GDPR) of 2018. This means that we are responsible for, and control the processing of, your personal information.

How we collect your information

When you interact with us directly: This could be if you ask us about our activities, register with us for training or an event, make a donation to us, ask a question about our activities, complete a survey providing feedback on our activities, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This includes when you phone or email us or get in touch through the post, or in person.

Information we collect

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number and credit/debit card details (if you are making a donation or other payment), as well as information you provide in any communications between us.

We will mainly use info for

- Processing and recording donations and other financial transactions: We will use your information to process and keep a record of your donations. If you agree that we can claim Gift Aid on your donations we will use your information to claim any relevant Gift Aid and, as we are legally required, to keep a record of the claim and your Gift Aid declaration. We may need to use your information to prevent fraud.
- Recording pledges of future support: If you tell us that you plan to support us financially in the future or that you have included us in your Will, we will keep a record of your intentions.
- To provide you with services or goods you have requested.
- To update you with important administrative messages about your donation, an event or service or goods you have requested: This may include responding to your query or feedback or sending you relevant information such as fundraising materials or details of our services. We may also keep a record of conversations we have with you, feedback you provide and any materials we send to you.
- Where you volunteer with us, to administer the volunteering arrangement

If you do not provide this information, we will not be able to process your donation, sign you up for a particular event or provide goods and services you have requested.

We may also use your personal information:

- To contact you about our work
- To invite you to participate in surveys or research.

Sensitive Personal Information

- If you share your personal experience or the experiences of a friend or relative, we may also collect this health information. If you provide us with any Sensitive Personal Information by telephone, email or by other means, we will treat that information with extra care and confidentiality and always in accordance with this Privacy Policy.
- You can of course decide if you want to remain anonymous, if you are happy to share your personal details with staff members or if you would like us to share your story with the media or other parties as part of our work.

A special note about the Sensitive Personal Information we hold

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin, political opinions, gender or religious beliefs.

We will only use this information:

- For the purposes of benefitting from our activities, training, and quality monitoring or evaluating the activities we provide.
- We will not pass on your details to anyone else without your explicit consent except in exceptional circumstances. Examples of this might include anyone reporting serious self-harm or posing a threat to others.
- Where you have given us your explicit consent or otherwise clearly indicated to us that you are happy for us to share your information.

Sharing your information

- The personal information we collect about you will mainly be used by our staff (and volunteers). We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. We may however share your information with other involved professionals, e.g. our trusted partners/funders who work with us on to deliver our services, but processing of this information is always carried out under our instruction and with your consent. We make sure that the data is kept securely, delete it when they no longer need it and never use it for any other purposes.

Disclosure without consent

Occasionally there are circumstances in which we have to disclose information and when we do not necessarily need to obtain consent.

The three main justifications for this are:

- where there are concerns about the safety of a child or vulnerable adult.
- when it is in the wider public interest to do so, for example, in the case of a serious crime.
- when disclosure is required by law, for example when we are ordered by a court to do so.

Keeping your information safe

- We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.
- **Schonfeld Square Foundation** is assured by a common law duty of confidence and by the Data Protection Act / General Data Protection Regulation (GDPR) of 2018 to protect personal information. We also have contractual responsibilities and professional codes of conduct, which we must abide by. We receive regular training to make sure we understand our legal responsibilities to keep your personal information safe and to know in what circumstances we may have to share confidential information. We have procedures and policies in place to make sure that your personal confidential information is secure and that access to your record is strictly controlled and, on a need, to know basis.

How long we hold onto your information for

We only keep it as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations e.g. contractual obligations etc. More information can be found in our Data Protection Procedure.

Rights

You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting team at

Schonfeld Square Foundation, 206 Lordship Road, London, N16 5ES

By email at info@schonfeldsquare.org.uk

By phone on 020 8802 3819 ext 277.

Should you be unable to resolve the matter with us you can make a complaint to the data protection supervisory authority, the Charity Commissioner's Office.

- **Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access in writing and provide us with evidence of your identity.
- **Right to object:** You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.
- **Consent:** If you have given us your consent to use personal information (for example, for marketing), you can withdraw your consent at any time.
- **Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.

- **Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, or you have withdrawn consent, or where we have no lawful basis for keeping it.
- **Portability:** You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.
- **Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.
- **No automated-decision making:** Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We do not currently carry out any automated decision-making.

Please note, some of these rights only apply in certain circumstances, where one of your rights does not apply, we will communicate the reason to you.