

## BRINGING WORDS TO LIFE PRIVACY STATEMENT

Bringing Words to Life (BWtL) is committed to safeguarding your privacy and will take all reasonable steps to ensure your information is secure. It is important that you feel completely comfortable and confident that your personal information is in safe hands.

Therefore, this statement explains how we will collect, use and disclose personal information collected *on young participants, partners and supporters*. The use of your personal information, why we collect it and what we save varies depending on how you interact with BWtL and what consent you have given us. We have done our best to indicate this throughout the statement.

This statement may change from time to time, so please check this page online from time to time *to ensure that you are happy with any changes*.

### **How do we collect information from you?**

We get information about you from the sign-up, participation and application forms if you are a young person taking part in our programmes or if you have applied for a volunteering role or job with us. We might also get information from you if you sign up to our website, or when you sign up to receive newsletters and other correspondence.

### **What type of information is collected from you and how it is used?**

The personal information (data) we collect might include your name, address, email address, demographic, education, employment information and health details if we are working with you as a young person, volunteer or member of staff. We may also collect financial details from you if you are a donor. What exactly we collect, why we collect it and how long we will hold the information is details according to who you are below.

### **If you are a young person:**

We take the interests of young people very seriously so are very careful about how we use and store your data. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

As a standard practice, we would never share your information with any third parties unless there is a safeguarding issue or unless we have been given explicit consent to do so.

We collect:

- Any personal/contact details you may choose to give us, such as your name, address, phone number and email. We save this so we can keep in touch with you during and the project.
- Your age, education and employment background, to understand what access or barriers to education, employment or training you have had and what type of programme might be most beneficial to you.
- Any equal opportunity data, or physical or mental health information to ensure that we understand what support needs you might have and to make sure that our programmes are reaching the young people we want them to reach.

We will also ask if you want to hear from us after the project. If you consent to us contacting you after the project we will keep hold of your contact details for 3 years and review what further contact you want at that point.

This information is also used by BWtL to find out who we are most successful at working with and to show evidence to partners and funders that we work with the young people we say we are good at working with. We might also use the information to help us decide how to market our programmes.

We will hold your data only for as long as the funder needs us to which is usually 3 years after the end of the project. After this time we will delete your personal information.

We will never sell your data or share your data for marketing.

### **If you are a parent, guardian or carer we collect:**

- Personal/contact details such as your name, address, phone number or email. We save this so that we can contact you if needed during the project we are working on with your child for example if there is a change to the project or in an emergency.
- We will also ask if you want to hear from BWtL after the project about other opportunities for your child and ways to get involved with BWtL etc. If you consent to us contacting you after the project we will keep hold of your contact details for 3 years and review what further contact you want at that point.

- We will also ask for your consent to hold the information above on your child. Please read the section above for more information on this.

BWtL will hold your data only for as long as the funder needs us to which is usually 3 years after the end of the project. After this time we will delete your personal data unless you have consented to hear from us after the end of the project.

We will never sell your data or share your data for marketing.

### **If you are a member of the public, a partner/ prospective partners or a donor we collect:**

- Personal/contact details such as your name, address, phone number or email. We save this in order to keep in touch with you and notify you about new opportunities, campaigns, stories and fundraisers. We may also seek your views or comments on the services we provide.
- Gift Aid information to identify whether we can claim gift aid donations from the government

If you make a donation online or purchase a product from us we do not personally hold your financial/card information. It is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.

If you consent to us contacting you after the project we will keep hold of your contact details for 3 years and review what further contact you want at that point.

We will never sell your data or share your data for marketing.

### **If you are applying for a job we collect:**

- Any personal/contact details you may choose to give us, such as your name, address, phone number and email. We also ask for your education and employment background. We ask for this data in order to contact you and to be able to process your job application.
- We also separately ask for equal opportunity information to monitor the diversity of applicants.
- We ask if there are any special learning needs or health issues we should be aware of to ensure that we are able to set up an interview that is fair to all applicants.

- Finally, we ask if you have any convictions. Convictions will not necessarily mean that you aren't asked to interview but we have to give careful consideration to the suitability of people we interview and how their conviction may impact on the work we do with young people.

BWtL will only hold your data on file if you are appointed as a member of staff. We hold your data and references for 3 years.

### **Retention Periods:**

BWtL reviews our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our contractual obligations to funders (for example we hold information on Big Lottery-funded projects for 6 years) or statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

### **Who has access to your information?**

Contact information is only available to staff (staff includes sessional workers and freelancers), volunteers working at BWtL and our partners that we work with to deliver our work. All staff, volunteers, and people working in partner organisations have an enhanced disclosure checked through the Disclosure and Barring Service (DBS) (previously known as the CRB).

- We will not sell or rent your information to third parties.
- We will not share your information with third parties for marketing purposes.

### **Your choices**

You have a choice about whether or not you wish to receive information from us. If you do not want to hear from us about certain things then you can indicate this by ticking the relevant boxes situated on the sign-up form on which we collect your information.

We will not contact you by email, phone or text message unless you have given your prior consent. We will not contact you by post if you have indicated that you do not wish to be contacted. You can change your contact preferences at any time by contacting us by email: [enquiries@bringingwords.org](mailto:enquiries@bringingwords.org) or tel: 07947 955500.

### **How you can access and update your information**

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at [enquiries@bringingwords.org](mailto:enquiries@bringingwords.org)

When you give us personal information, we take steps to ensure that it's treated securely. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password that enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

### **Use of 'cookies'**

Like many other websites, BWtL websites use cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our full cookies policy. Turning cookies off may result in a loss of functionality when using our website.

### **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and

operators of that third-party site and recommend that you check the policy of that third party site.

### **Review of this Statement**

We keep this statement and our wider data protection policy under regular review.

This statement was last updated in August 2020.

Any questions regarding this statement and our privacy practices should be sent by email to [enquiries@bringingwords.org](mailto:enquiries@bringingwords.org)