

Privacy and security

This policy sets out how The Cart Shed aims to repay the trust you have shown by sharing your personal data with **our** charity.

Who are 'we'?

In this policy, whenever you see the words 'We', 'Us' or 'Our', it refers to The Cart Shed

The full legal information is:

The Cart Shed Charity

The Cart Shed, Devereux Wootton, Norton Canon, Herefordshire. HR4 8QN
Registered Charity 1167802

So what is personal data?

Personal data is information that can be used to help identify an individual, such as name, address, phone number or email address.

The policy in brief

It's important that you read the full policy to understand what information **we** hold, how **we** may use it, and what your rights are – but if you don't have time to read it all now, here's a quick summary:

- **We** collect information that is either personal data (as outlined above) or non-personal data (such as IP addresses, number of **our** website pages accessed etc)
- **We** collect information about the people **we** assist or, supporters, participants, volunteers and employees.
- **We** collect information to provide services, to provide information, to fundraise, for administration, research, and analysis.
- **We** only collect the information that **we** need or that will be useful to **us** in **our** quest to provide the best possible service.
- **We** do **our** very best to keep personal information secure
- **We** NEVER sell your data and **we** will NEVER share it with another company or charity for marketing purposes.
- **We** only share data where **we** are required by law or with carefully selected partners who do work for us. All **our** partners are required by their contract to

treat your data as carefully as **we** would, to only use it as instructed, and to allow **us** to check that they do this.

We are permitted to collect or process personal data where legally justified and in order to carry out our charitable purposes and to provide service to our participants, as described in the full policy, and for these activities we do not require to ask for consent.

Where personal data is collected for any other purpose, we shall ask for specific consent.

We may make changes to this policy from time to time. If **we** do so, **we** will post the changes on this page and they will apply from the time **we** post them.

This policy was last reviewed on 22nd May 2018.

OUR PRIVACY POLICY

This policy covers what **we collect and why, what **we** do with the information, what **we** won't do with the information, and what rights you have. It applies to our website, our use of emails and text messages, written paper forms and any other methods **we** use for collecting information**

What information do we collect and why?

We will only ever collect the information **we** need – including data that will be useful to help improve **our** services. **We** collect the following types of information:

- personal information such as name, postal address, phone number, email address, date of birth (where appropriate)
- Employment history or Service history if relevant
- information relating to mood and social functioning (SF36 and Warwick Edinburgh etc)

- Learning or training plans
- Information about health conditions that may affect your safety or the safety of others on site
- Information required by statutory agencies in relation to your contract of employment (paid and unpaid)

We collect this information in connection with specific activities, such as course information requests, therapeutic programme requests, newsletter requests, feedback, donations etc. The information is either needed to fulfil your request or to enable us to provide you with a more personalised service.

However, if you do choose to withhold requested information, we may not be able to provide you with the support and services you require.

You don't have to disclose information to browse our website.

What do we do with the information?

We will use the information you provide to:

- support your needs whilst engaging on our therapeutic programmes in line with our charitable objectives
- fulfil your requests – such as provide information on courses and therapeutic programmes
- process donations, or other payments and verify financial transactions
- record contact we have with you
- prevent or detect fraud or abuses of our services
- enable third parties to carry out technical, logistical or other functions on our behalf



- carry out research to improve **our** service. This research may be carried out internally by **our** employees or **we** may ask another company to do this work for **us**
- communicate with **our** supporters and participants
- provide you with information that **we** think may be of interest to you.

Using your information for marketing

From time to time The Cart Shed will run courses or events that **we** believe may be of interest to you. This may include events organised by our fundraising team, courses on one of our sites, or activities **we** may be running as part of our outreach programme.

Sharing your information

We will only share your information if:

- **We** are legally required to do so, e.g. by a law enforcement agency legitimately exercising a power or if compelled by an order of the Court
- **We** believe it is necessary to protect or defend **our** rights, property or the personal safety of **our** people or visitors to **our** premises or website
- **We** are working with a carefully-selected partner that is carrying out work on **our** behalf. These partners may include IT specialists and research firms. The kind of work **we** may ask them to do includes processing, sending postal mail, carrying out research or analysis and processing card payments. **We** only choose partners **we** can trust. **We** will only pass personal data to them if they have signed a contract that requires them to:
 - abide by the requirements of the Data Protection legislation
 - treat your information as carefully as **we** would
 - only use the information for the purposes it was supplied (and not for their own purposes or the purposes of any other organisation)
 - allow **us** to carry out checks to ensure they are doing all these things.
- Where data is shared it will be anonymised unless there is a legal justification for not doing so

Storing your information

Information is stored by us in a manner consistent with best practice in the computer industry. We may also store information in paper files.

We place a great importance on the security of all personally identifiable information associated with our volunteers and participants. We have security measures in place to attempt to protect against the loss, misuse and alteration of personal data under our control. For example, only authorised personnel are authorised to access user information, computers, smart phones and confidential files are password protected. While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur while it is under our control, We use our best efforts to try to prevent this.

Our computers run with robust anti-virus programmes to minimise breaches via the internet. However please be aware, the transmission of data across the internet is not completely secure and therefore we cannot ensure or guarantee that loss, misuse or alteration of data will not occur whilst data is being transferred.

We will keep your information only for as long as we need it to administer your relationship with us, to inform our research, to comply with the law, or to ensure we do not communicate with people that have asked us not to. When we no longer need information we will always dispose of it securely.

What We don't do with your information

We NEVER sell or share your information to other organisations to use for their own purposes.

Your rights

The General Data Protection Regulation gives you certain rights over your data and how we use it. These include:

- the right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed
- the right to prevent your data being used for direct marketing
- the right of access to a copy of the information we hold about you (known as a subject access request)

If you wish to exercise any of these rights please contact the Data Controller by emailing info@thecartshed.co.uk

For more information about your rights under the General Data Protection Regulation go to the website of the Information Commissioner's Office at ico.org.uk.



The Cart Shed
Transforming Lives



The Cart Shed is not a 'public authority' as defined under the Freedom of Information Act and we will not therefore respond to requests for information made under this Act; using the funds generously donated to us by our supporters for such activities is not in accordance with our charitable purposes. However please remember that YOU can access YOUR data using an appropriate Subject Access request.