



RUSHEY GREEN TIME BANK DATA AND PRIVACY NOTICE

Revised May, 2018

This privacy notice sets out how Rushey Green Time Bank (RGTB) uses and protects any information given when using this website. Rushey Green Time Bank is committed to protecting and respecting your privacy.

Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

RGTB may change this privacy notice from time to time by updating this page. You should check from time to time to ensure that you are happy with any changes.

Any questions regarding this notice and our privacy practices and policy should be sent by email to info@rgtb.org.uk or by writing to: Rushey Green Time Bank, The Primary Care Centre, Hawstead Rd, Catford, SE6 4JH.

The Policy refers to all of the websites that Rushey Green Time Bank runs, currently: rgtb.org.uk; wildcatwilderness.org.uk; lewishamlocal.com. It also covers any email and contact lists held by Rushey Green Time Bank and by our projects and campaigns.

This privacy notice was last updated in May, 2018

1. Data protection

As you use our website, attend an event or activity or get in touch with us, we collect information. Some of this information will be anonymous such as which pages you visit on our websites, and some will contain your personal information such as when you join a project email list or attend one of our events. Be assured that we will always endeavour to be clear, honest and transparent with you about the information we collect, and wherever practical will ask your specific consent.

We will never share your information with another organisation for their own marketing purposes and we will never sell your information for any reason whatsoever.

2. When do we collect information about you?

When you give it to us directly via a website form, email, phone, letter, sign-up sheet or in person.

You may give us your personal data when you join an email list, join our Time Bank or project, come to an activity, sign up for an event or donate money to us. Also when you apply for employment with us, or apply to volunteer, or contact us in another way.

3. Why are we allowed to process personal data?

Data protection law allows us to process the information you provide within certain conditions. In this case we are using your consent as the lawful condition for us to do this. This also means that you have the right to 'erasure' from our records at any time when you wish for your details to be deleted from our records.

4. What information do we collect?

Most information held by Rushey Green Time Bank relates to volunteers, Time Bank members, employees, voluntary and community organisations, Lewisham Local Card holders and associated businesses and board members.

Rushey Green Time Bank may process the following personal information:

- name and date of birth
- contact information including email address, and postal address (if given)
- Emergency contact details (optional)
- Any health or support needs
- Ethnicity (in some cases for monitoring purposes)
- preferences and interests
- other information relevant to the running of Rushey Green Time Bank and our related projects

5. What we do with the information we gather

We process this information for the following reasons:

-To be able to communicate with our supporters about what's happening in RGTB or our related projects

- to facilitate exchange requests and offers for Time Bank members

- to understand our members', volunteers and card holders' needs and provide them with a better service

- internal record keeping
- to improve and promote our products and services
- we will use anonymised data for statistical purposes, including, but not limited to, numbers of timebank members, and how many hours have been exchanges and doing what

- in case of an emergency
 - For monitoring and reporting purposes

Information about gender, age, ethnicity and disability of members or volunteers is kept for the purposes of monitoring our equal opportunities policy, for reporting back to funders and for ensuring members are safe during their exchanges with other members

6. Where we store your personal information

The data that we collect from you will currently be stored in the European Economic Area (“EEA”). For Rushey Green Time Bank Members, our database is currently processed by our partner, hOurworld in the United States who offer the use of their software (Time and Talents). This currently stores the data in the United States, but they will be ensuring that they are registered with the Privacy Shield certification from the commencement of GDPR on the 25th May 2018. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on secure servers. Where we, or our partner, have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

7. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we, and our hosting company, have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

8. Do we store your financial details?

We do not require or store your personal financial details. The only exception is if you are an employee or have entered into a contract to deliver a paid service for the organisation.

9. Do we collect data about children?

Our website and other communications are targeted at persons over the age of 16. If we have reason to believe that we hold personal data of a person under that age in our databases, we will delete that personal data. In exceptional circumstances we may store the name and limited personal information about a child under the age of 16, for example to identify them in a photograph or to fulfil our safeguarding and health and safety obligations. We will treat such limited information with all due care and respect and in line with our relevant policies and procedures covering such circumstances.

10. How long will we keep your data?

Unless still required in connection with the purpose(s) for which it was collected – such as for a campaign or project email newsletter list. We will only keep this information for as long as necessary or as the law requires. For the purposes of this service we will keep this information whilst a member is a part of the scheme and for a period of no more than 24 months after.

In regards to Rushey Green Time Bank members, we will make checks of our current and active membership every 2 years. If a member has not been active for over 2 years, we will delete their details from our records.

Individuals can request to have their details removed at any time by contacting the Community Projects Lead or project related member of staff. If you exercise your 'right of erasure', we will remove your personal information completely within 25 working days.

11. Is your personal information secure and who can access it?

We will only ever publish or share your data with your clear and informed consent.

We endeavour to ensure that there are appropriate and proportionate technical and organisational measures to prevent the loss, destruction, misuse, alteration, unauthorised disclosure of or access to your personal information.

Your information is only accessible by appropriately trained staff and volunteers, who agree to abide by our data protection policy.

12. What are your rights?

Where we rely on your consent to use your personal information, you have the right to withdraw that consent at any time. This includes the right to be unsubscribed from our email list at any time. You also have the following rights:

- Right to be informed – you have the right to be told how your personal information will be used.
- Right of access – you can ask what information we hold on you and to request a copy.
- Right of erasure – you can request that all your personal information is deleted from our records.
- Right of rectification – if you believe our records of your personal information are inaccurate, you have the right to ask for those records to be updated.
- Right to restrict processing – you have the right to ask for processing of your personal data to be restricted if there is disagreement about its accuracy or legitimate usage.
- Right to data portability – you may ask us to provide your information to you – or another service provider – in a machine-readable format.

To exercise these rights, please send a description of the information in question to info@rgtb.org.uk.

To make a complaint about the way we have processed your data to the Information Commissioner's Office ("ICO") please see the guidance at <https://ico.org.uk/for-the-public/personal-information>. The contact details of the ICO can be found here: <https://ico.org.uk/global/contact-us/>.

Does this policy cover third party websites?

No, this Policy does not cover external websites and services that we link to and we are not responsible for the privacy practices or content of those sites or services.

Where can you update your information?

You can check the personal data we hold about you, and update it by emailing info@rgtb.org.uk.

Where can you find further information?

For further information please email info@rgtb.org.uk or write to:

Rushey Green Time Bank, The Primary Care Centre, Hawstead Rd, Catford, SE6 4JH.