

Selig (Suffolk) Trust Privacy Policy

We are committed to protecting your privacy. We have taken all steps reasonably necessary to make sure that your personal information is treated securely and in accordance with this privacy policy and data protection laws. Personal information is that which identifies you or which could be used to identify you (such as your name and contact details). It may also include information about how you use our website and services. This policy describes how we collect, store and use your personal information. It also explains the steps you can take to control what we do with your personal information. This policy also explains why we collect your personal information and our lawful basis for collecting/using it.

Who is responsible for personal information that you share with us?

Selig (Suffolk) Trust is responsible for the personal information which we hold relating to you. We are a charity registered with the Charity Commission (charity number 1157245) and with the Information Commissioner's Office (registration number ZA146133). Our registered office is Trinity Bungalow, Back Hamlet, Ipswich. We control how your personal information is collected and the purposes for which your personal information is used.

Personal information that we collect

Personal information is any information that can be used to identify you. If you make a request to use our services, whether the winter night shelter that we run or the houses we manage, we will collect and process the personal information that you provide. We also collect and process personal information if you donate money or join us as a volunteer, member of staff or trustee. We collect the following;

- Contact details that you give us - if you contact us to enquire about our work, we will use your name and contact details to respond to you
- Contact details that you publish - if you make your name and/or business contact details public (for example, on your firm's website, LinkedIn, or other website), we may use those to contact you in relation to our services if we believe they are likely to be directly relevant
- Information relating to the assessment of potential users of our services – when someone is referred to us we will ask for explicit consent to share information with other relevant organisations so that we can assess risk and suitability
- Information that you give us when you use our services – we ask individuals who use our services to give us information so that we can support them properly
- Information about potential volunteers – if you want to volunteer with us we will ask you for information that will help us assess your suitability
- Information about active volunteers – we ask active volunteers to give us information so that we can coordinate and support them effectively
- Information relating to supporters – if you want to support our work we will ask you for information so that we can process your donation, add you to our prayer list or contact you
- Information about staff and potential staff – if you apply to join our staff team we will ask you for information so that we can assess your suitability. We hold information about our staff so that we can fulfil our duty as an employer
- References and DBS checks, where appropriate
- We may also collect details of your visits to our website, for example your location, other sites you've visited and the resources that you access. We use this to provide you with the information, services or products that you're interested in and are most relevant to you

Our lawful basis for using your personal information

We can only use your personal information if we have a lawful reason for doing so, such as:

- If we have a legal duty to use your personal information (such as employment)
- If there is a contract between us, such as an agreement to volunteer with us, to work with us or to use our services
- When you consent to it (by asking to join one of our contact lists)
- When it is in our legitimate interests (relating to the services that we provide).

Legitimate interests are our organisational reasons for using your personal information. We will never unfairly put our legitimate interests above what is best for you. Legitimate interests for using your personal information may include:

- Keeping our records up to date
- Reporting to funders
- Providing housing, advice or support
- Updating you about our work
- Contacting volunteers
- Coordinating volunteer rotas
- Contacting prayer supporters
- Considering whether our work may be of interest and relevance to you
- Developing our websites
- Being efficient about how we fulfil our charitable aims
- Identifying ways to improve our work

How long do we keep your personal information?

Information is held only for as long as is required for effective management of our activities, or as required by law. In simple terms, this means:

- Information relating to finance (including donations) - for 7 years
- Information about staff, volunteers and service users – for 7 years after the end of the relationship
- Information about potential staff, volunteers and service users – for 6 months after consideration
- Contact list information – ongoing, but you can unsubscribe at any time

We are legally required to hold some personal information to fulfil statutory obligations (such as claiming Gift Aid or to support certain financial transactions). The law allows you to withdraw your consent to any particular usage of your personal information at any time. You do not need to tell us why. You can simply withdraw your consent by emailing us (information about how to contact us is available on our website www.selig.org.uk)

How you can manage your personal information

If you are on one of our contact lists you can update or remove your personal information at any time. You can use the 'update your preferences' link in any of our email communications or you can contact us and ask us to update it for you.

Asking for personal information to be erased

If you ask us to erase your personal information, we will do so (unless there is a legal or regulatory reason to retain it).

Where is personal information stored and how do we protect it?

Our computers are encrypted. Personal information held in our secure cloud storage has restricted access and our agreement with those suppliers ensures that they will comply with similar and no-less stringent undertakings of privacy and confidentiality as those set out in this privacy policy. Paper records are kept to a minimum and are stored in locked filing cabinets in our office. The keys to these cabinets are held in a locked safe.

Information about your use of our websites

We may use information collected from cookies to collect information about your use of our websites. Cookies are small pieces of information stored on your device by the web browser of your device. You will find information online about how you can manage cookies in your web browser.

Your rights

If you have any questions or concerns, or if you want to access or amend your personal information, please contact us (contact details are available via our website www.sellig.org.uk).

Complaints

In the unlikely event that you have a complaint about how we have used your personal information, please contact us so that we can resolve it. If you feel that we cannot rectify it, you have the right to contact the Information Commissioner's Office: <https://ico.org.uk>.

Changes to this policy

This policy will be amended from time to time. If we change it, the amended version will be published on our website.