



## **Our Data Privacy Policy**

Here at Flamingo Chicks we take data privacy very seriously. We are committed to protecting personal information and being transparent about what information we collect, use and store about you.

### **Background**

Flamingo Chicks is a registered charity (No. 1187604). We are a "data controller" for the purposes of the EU General Data Protection Regulation 2016/679 ("Data Protection Law"). This means that we are responsible for, and control the processing of, personal information.

This Privacy Policy sets out how Flamingo Chicks handle the Personal Data of participants in our classes, parents and carers, supporters, suppliers, freelancers, workers and other third parties. This Privacy Policy applies to all Personal Data we process regardless of the media on which that data is stored or whether it relates to past or present employees, workers, customers, clients or supplier contacts, shareholders, website users or any other Data Subject.

### **1. How we collect information personal information**

We only collect personal data that you want to provide to us or that is needed to provide (and improve) interaction with you. We may collect this data through:

1. Interaction with us directly through email, phone, our website, post or in person. You might be interacting with us to:
  - Make a donation
  - Apply for a job or volunteer opportunity
  - Sign up to our mailing list
  - Take part in one of our classes, Agents of Change programme or other Flamingo Chicks project/activity.
2. Interaction with us through third parties: For example, if you provide a donation through a third party such as Localgiving or similar third party platform and provide your consent for your personal information to be shared with us.
3. Other information that is available to the public: In order to tailor our communications with you to your background and interests we may collect information about you from publicly available sources

### **2. What information we collect and why we use it**

We only collect the information that's necessary to carry out our activities. This includes information on our employees, volunteers, supporters, funders and individuals who have expressed an interest in our work. Depending on the nature of our interaction we collect the following details; name, title, NI number, date of birth, email address, postal address, telephone number and credit/debit card

details (if you are making a donation) and other information you provide in communications between us.

We may also collect information necessary for the safe delivery of our projects and classes such as medical conditions and details of criminal offences to ensure we comply with child protection and safeguarding standards.

We use this information to:

- Process your donations and to claim Gift Aid
- Administer employment or volunteering arrangements
- Provide important information about our work and how you can support Flamingo Chicks
- Keep a record of your relationship with us
- Deliver classes/activities safely

If you do not provide this information to us then we are not able to carry out these tasks. We will only use personal information where we have a legal basis to do so according to data protection law. Flamingo Chicks is committed to ensuring the personal data we use and hold is accurate, complete, kept up to date and relevant to the purpose for which we collected it

### **3. Communicating with you**

We will only contact you about our work and how you can support Flamingo Chicks if we have received prior consent. You can remove your consent by contacting [dataprotection@flamingochicks.org](mailto:dataprotection@flamingochicks.org) or clicking 'Unsubscribe' in our communications.

### **4. Sharing personal information**

We will never share your personal information with other organisations for their marketing or commercial purposes. We may disclose your personal information to third parties to help us communicate to you or to deliver a service you have requested or share your personal data in order to comply with any legal obligation.

### **5. Keeping your personal information safe**

We ensure that your personal data is stored securely using modern software that is kept-up-to-date. Access to your personal data is limited to our staff and volunteers who need access to it. When personal data is deleted it is done so safely such that the data is irrecoverable.

Flamingo Chicks commits to develop, implement and maintain safeguards appropriate to our size, scope and business, our available resources, the amount of Personal Data that we own or maintain on behalf of others and identified risks (including use of encryption and Pseudonymisation where applicable). We will regularly evaluate and test the effectiveness of those safeguards to ensure security of our Processing of Personal Data.

For staff and volunteers, we ensure they:

- implement reasonable and appropriate security measures against unlawful or unauthorised Processing of Personal Data and against the accidental loss of, or damage to, Personal Data.

- exercise particular care in protecting Sensitive Personal Data from loss and unauthorised access, use or disclosure
- follow all procedures and technologies we put in place to maintain the security of all Personal Data from the point of collection to the point of destruction.
- only transfer Personal Data to third-party service providers who agree to comply with the required policies and procedures and who agree to put adequate measures in place, as requested.
- maintain data security by protecting the confidentiality, integrity and availability of the Personal Data, defined as follows:
  - (a) Confidentiality means that only people who have a need to know and are authorised to use the Personal Data can access it.
  - (b) Integrity means that Personal Data is accurate and suitable for the purpose for which it is processed.
  - (c) Availability means that authorised users are able to access the Personal Data when they need it for authorised purposes.

### **7. Retaining your data**

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations.

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 or to comply with any relevant legal reasons. We may choose to delete your data at any time without notice to you should we determine that we do not need to retain your data any longer. When personal data is deleted it is done so safely such that the data is irrecoverable.

### **8. Your rights**

You have various rights in respect of the personal information we hold about you, including the right to ask us to stop processing your personal information. If you wish to exercise any of these rights or make a complaint, you can do so by contacting [dataprotection@flamingochicks.org](mailto:dataprotection@flamingochicks.org). You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk/>