

The West End Community Trust Privacy Policy

We are committed to protecting your personal information and being transparent about what we do with it, however you interact with us. We are therefore committed to using your personal information in accordance with our responsibilities. As part of this, we are required to provide you with the information in this Privacy Notice under applicable law which includes:

- the Data Protection Act 1998, which will be replaced by the General Data Protection Regulation (EU) 2016/679 from 25 May 2018
- the Privacy and Electronic Communications (EC Directive) Regulations 2003.

We won't do anything with your information you wouldn't reasonably expect, and this policy explains how and what we do with your data and why we use and store it.

In this policy when we refer to The West End Community Trust , or WECT, or to 'we' or 'us' we are referring to The West End Community Trust a registered charity and a company limited by guarantee . Registered Charity Number 1138467 and company number 7175202 registered at 14 Old Compton Street, London W1D 4TH

In this Privacy Policy we include:

1. How we collect information about you
2. What personal information we collect
3. Why we collect your personal information and how it is stored
4. How long we store your personal information
5. When we share your personal information
6. Collecting your consent
7. Protecting your data
8. Your rights for your personal data
9. How we use legitimate interest
10. Our policy for under 16s
11. External websites and social media platforms
12. Cookies
13. How to make a complaint or raise a concern
14. Changes to our privacy policy

If you have any queries about our Privacy Notice, please contact us by email on neil@westendcommunitytrust.org.uk or by post at Flat 4, 14 Old Compton Street London W1D 4TH

How and when we collect information about you

We may collect and store information about you whenever you interact with us. Examples of this include:

- When you sign up at an event
- When you volunteer for us

What personal information we collect

The types of personal information we collect will be based on the way in which you interact with WECT. The majority of this information will be personal information, including your name, email address, postal address, telephone number, age and gender. The nature of the personal information collected will be based on how you interact with us, which is detailed in the following section. In all cases we only collect information that we need.

Some of the information collected may be data that is deemed 'sensitive' or 'special category' data. In the case of WECT this sensitive data will be in the form of health data, specifically any medical conditions. Sensitive data will only be collected where necessary and where such data is needed to for safety reasons, for example, we need to know any medical conditions you have for events so that our staff and volunteers can provide the correct care for you during an event.

What we collect your personal information and how it is stored

In almost all cases will only ever contact you following initial contact by you or following provision of personal information by you. We use and store your personal information in the following ways:

- We collect your email address and other details when you sign up at an event and then use that email address to send you details of future events. Your email address is stored in a database along with your other personal information and you can unsubscribe from our emails at any time by emailing neil@westendcommunitytrust.org.uk
- We take photographs and video footage at our events. When you attend an event you are asked whether you give consent to any photos of you from these events to be used for each of the following: 1) WECT website; 2) WECT Marketing and publicity ; 4) WECT social media (Facebook, Twitter and Instagram). You can choose which of these options you give consent to. We store this consent on our event attendees list. Following an event, if you have not provided consent for the use of any photos that include you we may need to contact you to confirm whether you are in any of the photos taken. Any photos identified to include you will then be held securely and not distributed or used for any of the purposes you have not consented to.
- When you offer to volunteer with us we need your personal information (name, email address, telephone number) to contact you with regards to your offer of help. We may also need additional personal and sensitive personal data, such as any medical conditions you have, to assign you an appropriate volunteering role and to make sure we can support you effectively in your volunteering role.
- When you apply for a job with WECT we use the contact information provided to respond to your application, and will ask for your consent to keep your application on record. If you give us consent to keep your application we will store your application and covering letter in our email account so we can contact you if a future position becomes available to which you are particularly suited. If you would rather your details were not stored in this way please email neil@westendcommunitytrust.org.uk stating you would like your details to be removed from our records or state you do not wish for your application to be stored when you apply.

- We may use your personal information to record and deal with a complaint, to record a request not to receive further information and for other essential, internal record keeping purposes. Following completion of any such tasks your personal details will be removed from the records.
- We may use your personal information to prevent crime and to keep our staff, volunteers and the public safe.
- We may use your personal information where we reasonably think that there is a risk of serious harm or abuse to you or someone else.
- We may be required to process your personal information to fulfil a legal, regulatory or tax obligation.

How long we store your information

When you unsubscribe from our email list for events your personal information will be deleted

In respect of any personal information, we will retain it for no longer than necessary for the purposes for which it was collected, taking into account guidance issued by the Information Commissioner's Office.

When we share your personal information

We will always only use your information for the purposes for which it was obtained. We will not, under any circumstances, sell or share your personal information with any third party for their own purposes, and you will not receive marketing from any other companies, charities or other organisations as a result of giving your details to us unless you explicitly consent to receive communication from them.

We will comply with requests where disclosure is required by law, for example, we may disclose your personal information to the government for tax investigation purposes, or to law enforcement agencies for the prevention and detection of crime. We may also share your information with the emergency services if we reasonably think there is a risk of serious harm or abuse to you or someone else.

Collecting your consent

On our website and when we collect any personal information, you will always be given the option to opt-in to receive communications from us. By providing personal information to us you consent to its use as described in this Privacy Policy

Protecting your personal information

We use standard organisational safeguards to ensure that your personal information is secure. We limit access to information on a strictly need-to-know basis and have and will continue to ensure that our staff are aware that such information is only used in accordance with this Privacy Policy..

Whilst we take all possible precautions to ensure your personal data is safe, there are always inherent risks in sending information by public networks or using public computers and we cannot 100% guarantee the security of data (including personal information) disclosed or transmitted over public networks.

Your rights to your personal information

Data protection legislation gives you the right to request access to personal information about you which is processed and stored by WECT, and to have any inaccuracies corrected. You also have the right to ask us to delete your personal information or to object to our processing of your personal information. If you wish to exercise these rights, please email neil@westendcommunitytrust.org.uk

When asking for such a procedure, you will need to provide copies of two separate identification documents, such as a passport, driving licence, or utility bill, and any additional information that is relevant to the nature of your contact with us. This information will help us to locate your records. Please send these documents via post to Flat 4, 14 Old Compton Street London W1D 4TH or email neil@westendcommunitytrust.org.uk

We will respond within 28 days, on receipt of your written request and copies of your identification documents.

How we use Legitimate Interest

If we want to contact you on the basis of legitimate interest, WECT will always create an legitimate interest impact assessment (LIA) prior to contacting you. Legitimate interest is the use of personal data by a data controller (in this case, us) that are deemed necessary (e.g. to provide a service) or reasonably to be expected by you. Some of the examples of why we would contact you on the basis of legitimate interest are:

- To confirm that you are on our mailing list
- To send you information about a future event
- To notify you that you have been removed from our mailing list
- For upgrades of our terms and conditions, this policy or any other agreements that we have between you and us.

Our policy for Under 16s

To register for one of our events you need to be over 18 years old. If you are under the age of 18 you must have the consent of your parent or legal guardian to register for any of our services.

To attend the event if you are under the age of 16 years old you must be accompanied by a parent or guardian

External websites and social media platforms

Our websites contains hyperlinks to other websites . This Privacy Policy only applies to our website : - www.wect.org.uk , so when you follow a link to other websites from ours you should read their own privacy policies.

This privacy policy only covers our privacy practices and how we will use any information collected. It does not cover how providers of social media platforms will use your information. You should read the social media site's privacy policies before adding any content to our social media pages, and use the social media site privacy settings and reporting mechanisms to control the way that your information is handled on that site.

Security

We have strict security measures in place to attempt to protect against the loss, misuse and alteration of personal information under our control. Whilst we can't ensure or guarantee that loss, misuse or alteration of information won't occur, we will always use standard industry methods to prevent this.

The transmission of information across the internet is never completely secure, and whilst we will always do our best to protect the security of your information, we cannot ensure or guarantee that loss, misuse or alteration of information won't occur whilst you or we are transferring this information.

Cookies

A cookie is a small piece of information sent by a web server to a web browser, which enables the server to collect information from the browser. Find out more about the use of cookies [here](#). Our website uses cookies to help provide you with the best experience we can.

If the settings on your browser that you are using to view this website are adjusted to accept cookies we take this, and your continued use of our website, to mean that you are fine with this. Should you wish to remove or not use cookies from our site you can learn how to do this below, however doing so will likely mean that our site will not work as you would expect.

Our site, like most websites, includes functionality provided by third parties. On our site we sometimes include content from YouTube or Vimeo, which use cookies. Disabling these cookies is likely to break the functions offered by these third parties.

You can switch cookies off by adjusting your browser settings to stop it from accepting cookies. Doing this is likely to limit the functionality of ours and a large proportion of the world's websites as cookies are a standard part of most modern websites.

How to make a complaint or raise a concern

If you would like more information, have any questions about this privacy policy, want to make a formal complaint about our approach to data protection, or raise privacy concerns please contact us by email at neil@westendcommunitytrust.org.uk or by post to Flat 4, 14 Old Compton Street, London W1D 4TH

If you would like to make a complaint in relation to how we have handled your personal information, please follow our complaints procedure. If you are not happy with the response you receive, then you can raise your concern with the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF or you can visit their website.

Changes to our Privacy Policy

Our Privacy Policy may change from time to time, so please check this page occasionally to see if we have undertaken any updates and that you are happy with them.

(Last updated: 25th May 2018)