

## **PRIVACY NOTICE**

Last reviewed and approved by trustees: 4<sup>th</sup> August 2020

Next due for review: December 2022 (3 Years)

### **Our Vision**

We envisage an inclusive society where LGBTQ+ young people are healthy, successful and celebrated.

### **Our Purpose**

We support the wellbeing and creativity of LGBTQ+ young people in Cambridgeshire, Peterborough and surrounding areas through information, support and groups. We build inclusive communities to tackle inequalities through consultancy, training and education to all sectors.

### **Our Values**

Relevant – Our learning and development is continuous.

Engaging – We are warm and welcoming.

Accessible – We create inclusive communities and safe spaces.

Community Led – We are motivated by the voices of LGBTQ+ young people.

High Quality – Our support and guidance are of the highest quality.



## INTRODUCTION

The Kite Trust is a charity operating in Cambridgeshire, Peterborough and surrounding areas who support LGBTQ+ young people. We are committed to protecting the privacy and security of your personal information and we will always treat you and your data with the respect you deserve.

**It is important to us that you feel safe sharing your information with us. Don't hesitate to ask questions if you're unsure about what will happen to your information. We promise to look after it carefully.**

The Kite Trust regards confidentiality as part of our duty of care and professional obligation towards young people, all our supporters, volunteers and staff. It is one of our core values and underpins the effectiveness of the work we do. This Privacy Notice covers how we collect, use, store and disclose the data that you supply to us and your rights about data that we hold about you. We comply fully with the General Data Protection Regulations. For more information please contact the Data Protection Officer who will provide you with our Data Protection Policy.

### **How do we collect information from you?**

We obtain personal information from young people and supporters when you enquire about our services, engage with our services, send or receive an email or text, make a donation to us or otherwise provide us with your personal information. We occasionally receive information about young people and supporters via a referral form.

We collect personal information for volunteers and staff through the application and recruitment process, either directly from candidates or sometimes from an employment agency. We may sometimes collect additional information from third parties including former employers or other background check agencies. We may collect additional personal information in the course of job-related activities throughout the period of you working for us.

### **What personal information do we collect from you and why?**

We might collect any or all of the following types of information from young people or supporters depending on the nature of your contact with us:

Personal	Why do we collect it
----------	----------------------

information	
Name, address, phone numbers, email	So we can contact you regarding appointments, group activities, project information and keep in touch during our time with our services, or to thank you for your support and donation. This is done on the basis of legitimate interest. If we are collecting your contact information for a mailing list we will gain your consent to be on that list.
Gender, sexuality, caring status, ethnicity, current education/work status	Sometimes we ask you for this information to be able to monitor and improve our services and ensure we're reaching all the young people we need to. This information will be recorded anonymously and we will legitimately use for statistical information.
Date of birth, information about your health and situation	This is so we can match you to a service that can help you and provide you with appropriate and meaningful information and support. It is necessary for the provision of a contracted service.
Photographs	We may occasionally take and publish photos of group or fundraising activities with your permission to make a record of our services and work. We will always ask for your consent to use these.

We might collect any or all of the following types of information from staff or volunteers depending on the nature of your role with us:

1. Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses.
2. Date of birth.
3. Gender.
4. Next of kin and emergency contact information.
5. National Insurance number.
6. Bank account details, payroll records, travel logs and expenses and tax status information.
7. Salary, annual leave, pension and benefits information.
8. Start date.
9. Location of employment or workplace.
10. Access to your DVLA portal.
11. Recruitment information (including copies of right to work documentation, passport, references and other information included in a CV or cover letter or as part of the application process).

12. Employment records (including job titles, work history, working hours, training records and professional memberships).
13. Compensation history.
14. Performance information.
15. Disciplinary and grievance information.
16. Information about your use of our information and communications systems.
17. Photographs.

We may also collect, store and use “special categories” of more sensitive personal data which require a higher level of protection about staff and volunteers:

18. Information about your health, including any medical condition, health and sickness records (including Occupational Health records).
19. Absence notes
20. Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions.
21. Trade union membership.
22. Information about criminal convictions and offences.

Please refer to our Data Protection Policy, which provides more detail on how we collect your data, the basis on which we hold it and how we store, use and destroy it.

### **Not providing information**

If employees do not provide certain information when requested, we may not be able to perform the contract we have entered into with you (such as paying you or providing employee benefits), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers).

### **Marketing material**

We hold a mailing list of supporters and a mailing list of service users who we regularly email with news and updates from The Kite Trust. All subscribers to the list have an option to unsubscribe at any time. If you have given consent to join our mailing list we will never sell or share your personal information with an organisation for their marketing activities.

### **How do we keep your information safe?**

We take the security of your personal information extremely seriously. We keep your information safe in these ways:

- Personal data will be held on our secure web-based management system which has limited access for appropriate staff only
- Some partner companies have access to our systems (for example our IT maintenance company, but they comply with GDPR also.)
- All your personal data will only be accessed by those members of staff that are working on the project at the appropriate time.
- All data will remain in Europe.

### **Our Website**

Our website contains some links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites.

We do not use cookies on our website.

### **Who sees your personal information?**

We want to assure you that your personal information will be respected and protected from unauthorised disclosure wherever possible.

We recognise that the right to confidentiality is rooted in Common Law, in the GDPR 2018 and in the Human Rights Act 1998. All our services are confidential.

If you are a young person we will not discuss you with anyone outside of The Kite Trust without your permission.

There are some exceptions:

- I. If you are a service user and we believe you or someone else may not be safe we would then contact other services that could help- we will always try and get your permission first.
- II. If we needed to work with another organisation to get you some support.
- III. Within The Kite Trust, information about young people will be shared on a need to know basis. For example, youth workers may discuss you with their supervisor or staff and volunteers might discuss you with The Kite Trust colleagues where it is necessary to work collaboratively to support you.

The data of staff may be shared with third parties. The following activities are carried out by third-party service providers: payroll, pension administration, IT services. We do this where required by law; where it is necessary to administer the working relationship with you; or where we have another legitimate interest in doing so. We require third parties to respect the security of your data and to treat it in accordance with the law.

### **How long do we keep your personal data?**

In line with legal guidelines we keep all records of young people for 3 years unless a particular contract requires us to keep it for longer. This would be for monitoring, questions about the service, updates etc. At this point we destroy the records safely.

Your personal data we use to send you newsletters and marketing information will be kept until you unsubscribe, which you can do at any time.

We must store most of employees HR data for a period of at least 6 years following the termination of your employment; some personal financial data will be destroyed after 2 years; Health and Safety information must be held for a minimum of 40 years. See our Data Protection and Confidentiality Policy for more information.

### **What are your rights?**

- 1) The right to access your personal information
- 2) The right to edit and update your personal information
- 3) The right to request to have your personal information deleted
- 4) The right to restrict processing of your personal information
- 5) The right to object to marketing
- 6) The right to lodge a complaint with a supervisory authority.

You may ask us about this at any time. Please get in touch.

### **Informing us of changes**

It is important that the personal information we hold about you is accurate and current, so please let us know if your information changes.

### **What if I want to withdraw my information?**

If you are using our services and would like to withdraw your personal information, you can do although in some cases we may not be able to support you any more if we need your personal data for that to happen. We will tell you if this is likely to be the case.

If you would like to come off our mailing list you can do so at any time, just get in touch.

Any subject access requests will be handled by the Data Protection Officer promptly and within the required time limit of 40 days.

### **Our Additional Obligations as an Employer**

We will use your particularly sensitive personal information in the following ways:

- We will use information relating to leaves of absence, which may include sickness absence or family related leaves, to comply with employment and other laws.
- We will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits.
- We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, your gender identity or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.
- We will use trade union membership information to pay trade union premiums.

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where such processing is necessary to carry out our obligations and provided we do so in line with our data protection policy. Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims, where it is necessary to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so.

### **Breaches of confidentiality, questions and complaints**

Please get in touch at any time if you have questions about how we keep your

information safe. If you are concerned there has been a breach of confidentiality regarding your personal data please let us know.

Contact: Data Protection Officer

Email: [info@thekitetrust.org.uk](mailto:info@thekitetrust.org.uk)

Tel: 01223 369508

You also have a right to complain to the ICO (Information Commissioners Office) on 0303 123 1113.

**Notes:**

We strive for continuous improvement in our services, processes and protecting data. We will therefore update this privacy notice from time to time. It will always be on the website for you to review.

The Kite Trust board of trustees recognises its overall responsibility for ensuring that The Kite Trust complies with its legal obligations.