

Sutton Community Works – Privacy Notice

Sutton Community Works (SCW) understands that privacy and the security of your personal information is extremely important. Because of that, this policy sets out what we do with your information and what we do to keep it secure. It also explains where and how we collect your personal information, as well as your rights over any personal information we hold about you. This privacy notice is relevant to staff, volunteers, and users of SCW services.

Why we hold your personal data

Under the UK General Data Protection Regulation, SCW is registered as a Data Controller. The Lawful Basis we rely on for holding and processing your information is that we have a *legitimate interest* in doing this, so we can provide services through each of our projects. We also request volunteers to provide their consent as part of the application for employment or volunteering process.

What information do we collect from you?

We may collect personal information about you when you contact us as a user or potential user of our services, or regarding any form of volunteering, the projects we manage, training we offer or regarding wider church news in the borough of Sutton. We will ensure that we only collect enough information to ensure we provide the appropriate service, and which is reasonable and fair. The sort of information we will hold may include:

- Information that you provide to us such as your name, address, date of birth, telephone number, email address, bank account details and any feedback you give to us, including by phone, email, post, or when you communicate with us via social media;
- Information about the services that we provide to you (including for example, the things we have provided to you, when and where, what you paid, the way you use our services, and so on);
- Your contact details and details of the emails and other electronic communications you receive from us, including our regular bulletins distributed through Mailchimp.

If you do not wish to provide personal information, please let us know. In some cases, we may not be able to process your request and we will tell you this at the time.

How we use your information

Personal information which you supply to us may be used in several ways, for example:

- To help us understand more about you and to improve our services and information;
- To provide the services you requested;
- To ensure efficient and accurate administration of your request;
- For statistical analysis to:
 - provide services to the wider community using anonymised information;
 - support a grant or funding application through the use anonymised information;
- To help answer your questions and solve any issues you have.

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We will keep your personal information only as long as we need to, and will destroy it securely when it is no longer needed.

How we will ensure your information is kept safe

We take security measures to protect your information including:

- Implementing access controls to our information technology, such as firewalls and ID verification;
- Never asking to share passwords;
- Limiting access to paper-based information to only those who need to see it.

How we share your information

Where we are working with another organisation to deliver services jointly, we may share the minimum amount of personal information required to provide the service to you. For example, we work with Trussell Trust to operate the Food Bank, and with StreetLink and Encompass to assist homeless people.

Other than that, we will not disclose your personal information to any organisation or person outside Sutton Community Works without your consent except:

- to help prevent fraud, and
- if required to do so by law.

Access to your information and correction

You have the right to ask for a copy of the information that we hold about you, and to ask us to make corrections. If you would like to do this, contact the Director of Sutton Community Works:

- By phone on 07525 838640;
- By email at admin@suttoncommunityworks.org;
- Or using the contact form on our website <https://suttoncommunityworks.org/contact/>.

Changes to our Privacy Notice

We keep our Privacy Notice under regular review and we amend the privacy statement on our web page when required. This Privacy Notice was last updated in March 2023. We are committed to reviewing our data protection policy annually and as required by legislation.

Further information

For further information on how your information is used, how we maintain the security of your information, your rights to access information we hold on you, or details on how long we hold your information, please contact us at admin@suttoncommunityworks.org, or write to us at:

Director of Sutton Community Works, Highfield Hall, 320 Carshalton Road, Carshalton, SM5 3QB.

Reporting a problem

If you have a complaint regarding how we process your personal information, please contact the Director of Sutton Community Works on 07525 838640 or you can contact the [Information Commissioner's Office \(ICO\)](#). Our ICO reference is **ZA261864**.