

PRIVACY STATEMENT

Introduction

Colebridge Trust is committed to protecting and respecting your privacy and complying with data protection regulations.

This Statement explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure. The Statement may change from time to time, but the latest version will always be available on our website.

In compliance with regulations, personal information is only held when legally required, in support of contractual requests, for the legitimate purposes of running our organisation or with your consent.

This statement covers the Colebridge Trust group inclusive of the charity and its trading subsidiary, Colebridge Enterprises.

For the purposes of regulatory compliance, the Data Controller is Colebridge Trust Ltd, Company no 4475291, Registered Charity No: 1155468 with its Registered Office at The Core, Homer Road, Solihull B91 3RG.

Personal Information we Collect and Hold

We obtain and retain personal information in several ways, these are:

- identity, contact and other details related to our trustees, our employees, our members and our volunteers;
- identity and contact details of individuals acting for suppliers, partner organisations and trading customers;
- identity and contact details of individuals representing organisations for which we provide support services, including the administration of networks, under our contract with Solihull Council;
- identity and contact details and information relevant to responsibilities within the community of local residents in areas where we undertake variously funded community development projects;
- identity and contact details as well as education and employment history and other employability related information for those to whom we supply support into employment services under variously funded projects
- identity, contract and relevant member and history information of those using the Around Again shop.

How we use this Information and Why

We use personal information for a range of purpose, which are:

- to legitimately manage our organisation, comply with regulatory requirements and insurer's requirements and operate our payroll, taxation, pension and expenses processes;
- to meet our contractual obligations and legitimately conduct our affairs;
- to provide various support services to organisations in the local voluntary and community sector;

- to encourage the further development of community led activities and general community capacity in Solihull's neighbourhoods;
- to assist those furthest from the job market to develop their skills and obtain employment;
- to administer the Around Again shop on behalf of our partner charity for their members.

How we Store and Secure Personal Information

When we receive personal information, we take all appropriate precautions to ensure that it is retained securely. Only authorised persons are allowed access to it. All personal information held in electronic format is protected by strong passwords and is subject also to a secure process for holding backup copies. All personal information held on paper is retained in locked secure storage.

Any information defined by legislation as sensitive, eg health and offender related information, is held in an encrypted form. Encryption is also used for any transfer of personal information outside the company premises.

All personal information held by us is subject to a defined retention period, often a set period of years from your last contact or transaction with us or following expiration of a contract. Details are available upon request (see below.)

Please note that transmission of information via the internet is not completely secure. We cannot guarantee the security of your data transmitted over the internet to us or any information that you request from us by email when sent to you.

When we Share Personal Information

We share Personal Information with other organisations on the following basis:

- We share information related to trustees and employees with on an as needed basis with regulators, HMRC and pension providers.
- We share personal information related to our projects with other organisations working with us on those projects. Examples include training organisations, other support providing charities, including Around Again, and voluntary organisations and Solihull Council.
- We share information as required for legal compliance.
- We publish information, particularly imagery, for promotional purposes with consent.

Whenever we share such information, you will be informed at the outset of our relationship that this may or will happen or we will seek your consent before doing so.

We do not share personal information with third parties for their marketing purposes.

Photographs and Videos

We use photographs and videos of the work which we do for promotional purposes and, where required of us, to contribute to an evidential record of our activities. We will always seek consent from those whom we photographing or recording.

It is inevitable when capturing such imagery in public places that unknown persons may inadvertently appear in the background. Where this happens it is our policy to check such persons are not recognisable, or to use using software to achieve this if necessary.

Your Rights and Exercising Them

You have a right to request the rectification of any inaccuracies in information which we hold about you.

You have a right to object to any use that we make of your personal information and we must desist from making that use unless we are able to demonstrate compelling grounds for not doing so.

You have a right to request the permanent removal of personal information held about you and we must comply unless we are able to demonstrate compelling grounds for not doing so.

You have a right of access to the information which we hold about you, to see it or to have a copy of it in a paper or machine transferable format.

How to Exercise Your Rights or Make Other Enquiries

To exercise any of the above rights or to enquire further about any aspect of this Statement, please call our Head Office on 0121 704 7860 or email enquiries@colebridge.org.