



Trust Leeds

Privacy Policy

No.	Last Amended	Party	Action Taken
0.1	11.08.2021	CEO (LK), Vice-Chair (CF) and vol. IT Director (LF)	Document created
0.2	22.09.2021	Board reviewed	Approved

Overview

Here at **Trust Leeds**, we are committed to protecting your personal information and your rights to privacy as required by the EU General Data Protection Regulation (GDPR) and associated UK Data Protection legislation. If you have any question and/or concerns about this privacy notice or our practices with regard to your personal information, please contact us at info@trustleeds.org.uk.

This privacy notice details how we might use your information if you:

- Visit our website
- Engage with us in other ways e.g. – using our service, marketing, events, donations etc.

The purpose of this privacy notice is to explain to you in the clearest way possible what information we collect, how we use it, and what rights you have in relation to your data. **Please read this privacy notice carefully as it will allow you to understand what we do with the information that we collect.**

Definitions

Definition of GDPR: GDPR stands for the General Data Protection Regulation (2016) and is a piece of legislation that affects the way Trust Leeds carries out its information processing activities. It is designed to protect the personal data of citizens, and it is Trust Leeds' policy to ensure that our compliance with the GDPR and other relevant legislation is clear and always demonstrated.

What information do we collect?

Personal information you disclose to us...

We collect personal information that you voluntarily provide to us when you sign up to our services, obtained from various identity documents or when you otherwise contact us. The personal information that we collect depends on the context of your interactions with us and this website, the choices you make and the products and features you use. The personal information we collect may include the following:

- Names
- Phone numbers
- Email addresses
- Mailing addresses
- Contact preferences
- Other similar information

All personal information you provide to us must be true, complete and accurate, and you must notify us of any changes to such personal information.

How do we use your information?

The personal information we collect via our website is used for purposes outlined below:

- To post testimonials: We post testimonials onto our website that may contain personal information. Prior to posting these testimonials, we will obtain your consent to use your name and the contents of the testimonial. If you wish to update or delete any information in regard to the testimonial, please contact us at info@trustleeds.org.uk.
- Request feedback: We may use your information to request feedback and to contact you about the use of our website.
- To send you marketing and promotional communications: We may use your personal information to send you updates about Trust Leeds or the SRG movement, newsletters, information about any events relating to Trust Leeds and/or information about changes to our terms, conditions, and policies, if this is in accordance with your marketing preferences. You can opt-out of our marketing emails at any time...
- Ensure effective general HR and business administration

Will your information be shared with anyone?

To start, we will **only** share your information with your consent. Circumstances where we may process or share your data include:

- Business partners/allies: We may share your information (with your consent) with our business allies to offer you certain products, support, services, or promotions
- Personal data may be shared internally with employees of Trust Leeds, where the requirement to have access to the personal data is necessary to the relationship between Trust Leeds' staff members and service users.
- Disclosure of personal data to any other third parties will only occur with your consent, unless Trust Leeds has a legal obligation to disclose certain information in line with our Safeguarding Policy/Vulnerable Adults Policy or it is necessary in the event of emergencies (e.g. – a medical emergency)

Cookies and other tracking technologies

We may use cookies and similar tracking technologies to access or store information.

What are cookies?

Cookies are small bits of data created by a web browser when a user (you!) is browsing a website. It contains the address of the website and allows the service or third-party to recognise you and make your next visit easier.

How do we use cookies?

Cookies allow us to remember users so that we can tailor the content on our website to your needs. We use cookies to obtain information about your visits and about the devices you use to access our website to create a convenient and faster website experience.

Types of cookies

The length of time a cookie stays on your device depends on its type. We use two types of cookies on our website:

- **Session cookies** are temporary cookies which only exist during the time you use the website. Session cookies help our website remember what you chose on the previous page, avoiding the need to re-enter information and improve your experience whilst using the website.
- **Persistent cookies** stay on your device after you've visited our website to help remember information, settings, preferences, or sign-in credentials that you have previously saved.

Your choices regarding cookies

If you'd like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser. Please note that if you delete cookies or refuse to accept them, you might not be able to use all of the features we offer, you may not be able to store your preferences, and some of our pages might not display properly.

More information about cookies

For more information on how businesses use cookies and how to manage cookies you can visit the following third-party website: <http://www.allaboutcookies.org>

How long do we keep your information?

We will only keep your personal information for as long as is necessary. Unless a longer period of retention is needed (for example, as required by Leeds City Council with regard to our European funded project relating to Self-Reliant Groups), we will not process or store your information for longer than 2 years.

When we have no legitimate need to process or store your personal information, we will either delete or anonymise such information from our systems.

How do we keep your information safe?

We store all your data on secure servers, designed to protect the security of any personal information. However, despite the safeguards in place to protect and keep your data secure, no electronic transmission of information over the Internet can be guaranteed to be 100% secure, so we cannot guarantee that any unauthorised third parties will not be able improperly access your information. We will endeavour to do our best to protect your personal information however, transmission of personal information is at your own risk, and we strongly recommend only accessing our website within a secure environment.

Hard-copy files and documentation may be kept in certain circumstances. These will be kept in a locked, secure filing cabinet in a locked workspace. Once we no longer need to store your data, hard-copy documentation will be shredded and disposed of.

What are your privacy rights?

In some regions (like the EEA and UK), you have certain rights under data protection laws. These may include...

- The right to request access and obtain a copy of your personal information
- To request rectification of incorrect information or erasure
- To restrict the processing of your personal information
- Prevent data processing for the purpose of marketing

Under certain circumstances, you can request to update/amend your personal information at any time. To make such a request, please email info@trustleeds.org.uk and we will consider and act upon any request in accordance with applicable data protection laws.

If we are asking for your consent to process your personal information, you have the right to withdraw your consent at any point.

If you are a resident in the EEA or UK and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority.

We may make updates to this privacy notice from time to time. If we do make changes to this notice, we may notify you directly. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.

If you have any questions or concerns about this notice, please do not hesitate to email us at: info@trustleeds.org.uk.