



This policy describes how and why Together Newcastle uses your personal information, how we protect your privacy when doing so, and your rights and choices regarding this information. We promise to respect any of your personal information which is under our control and to keep it safe. We aim to be clear when we collect your information about what we will do with it.

We are a charity who holds relationships with a network of colleagues, fundraisers, volunteers, supporters, so we use personal information on a day to day basis in order to operate. Our use of personal information allows us to develop activities, events and create networks across the Diocese of Newcastle and, ultimately, helps us to reach our vision is to see people and communities across our Diocese flourish and enjoy life in all its fullness. This policy is effective from 25th May 2018.

Who we are

In this Privacy Policy, **“Together Newcastle, “JV JFF”, “we”, or “our”** means

1. Together Newcastle (registered charity in England and Wales (1150824), a company limited by guarantee in England (07329249).

How we collect information about you

We collect information in the following ways:

Information you provide to us directly

You may give us your information in order to be involved in some way with our work be that an activity at your church/organisation or sign up for one of our events, make a donation, register as a volunteer, ambassador for us, join our newsletter or are involved in any of our Together Newcastle, or Just Finance Foundation events or programmes, apply for funding, or otherwise communicate with us.

When you use our website, we collect your personal information using “cookies” and other tracking methods. There are more details on the cookies and tracking methods on our website.

In addition, in accordance with common website practice, we will receive information about the type of device you’re using to access our website or apps and the settings on that device may provide us with information about your device, including what type of device it is, what specific device you have, what operating system you’re using, what your device settings are, and why a crash has happened. Your device manufacturer or operating system provider will have more details about what information your device makes available to us.

Information you provide to us indirectly

Your information may be shared with us by third parties, for example:

- Other people and organisations we work with ;
- independent event organisers, for example the London Marathon or fundraising sites like Just Giving or Virgin Money Giving;

You should check any privacy policy provided to you where you give your data to a third party.

Information from other sources

We also use information from the following sources:

Social Media

Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or Twitter, you might give us permission to access information from those services, and for example when you publicly tag us in an event photo.

Information available publicly

We may on occasions supplement information from publicly available sources such as charity websites and annual reviews, corporate websites, public social media accounts, the electoral register and Companies House in order to create a fuller understanding of someone's interests and support of Together Newcastle.

What personal information we collect

We collect, store and use the following kinds of personal information:

- your name;
- your contact details (including postal address, telephone number, e-mail address and/or social media identity);
- your date of birth;
- your gender;
- if you volunteer for us or apply for a job with us, information necessary for us to process these applications and assess your suitability (which may include things like employment status, previous experience depending on the context, as well as any unspent criminal convictions or pending court cases you may have);
- if you apply for funding, information necessary to help us support your application,
- information about your activities on our website(s) and about the device you use to access these, for instance your IP address and geographical location;
- information as to whether you are a taxpayer to enable us to claim Gift Aid;
- age, nationality and ethnicity information for monitoring purposes; and
- any other personal information you provide to us.

Certain types of personal information are in a special category under data protection laws, as they are considered to be more sensitive. Examples of this type of sensitive data would be information about health, race, religious beliefs, political views, trade union membership, sex life or sexuality or genetic/biometric information.

We would only collect this type of information about anyone we are working with to the extent that there is a clear reason for us to do so, for example asking for health information if you are taking part in a sporting event, or where we ask for information for the purpose of providing appropriate facilities or support. We will also collect this type of information if you make it public or volunteer it to us – for instance if you tell us about a disability when applying for a volunteer role. Wherever it is practical for us to do so, we will make why we are collecting this type of information clear and what it will be used for.

How we use your information

We will use your personal information to:

- provide you with the support, information and services, you asked for;
- administer your donation or support your fundraising, including processing Gift Aid;
- keep a record of your relationship with us;
- respond to or fulfil any requests, complaints or queries you make to us;
- understand how we can improve our support, services, or information by conducting analysis and market research;

- manage our events;
- check for updated contact details against third party sources so that we can stay in touch if you move (see “Keeping your information up to date” below);
- further our charitable objectives;
- send you correspondence and communicate with you;
- administer our websites testing our technical systems to make sure they are working as expected;
- display content to you in a way appropriate to the device you are using (for example if you are viewing content on a mobile device or a computer);
- generate reports on our work, services and events;
- safeguard our staff and volunteers;
- conduct due diligence and ethical screening;
- monitor website use to identify visitor location, guard against disruptive use, monitor website traffic and/or personalise information which is presented to you;
- process your application for a job or volunteering position;
- conduct training and quality control;
- audit and administer our accounts;
- meet our legal obligations, for instance to perform contracts between you and us, or our obligations to regulators, government and/or law enforcement bodies;

How we use your information to tell you about our work

SENDING INFORMATION& COMMUNICATIONS

Our marketing communications include information about our work and requests for donations or other support. Occasionally, we may include information from partner organisations or organisations who support us in these communications. We operate an ‘opt-in only’ communication policy. This means that, except as set out below, we will only send marketing communications to those that have explicitly stated that they are happy for us to do so.

We may use information you have given us directly, for example the record of your previous contact with us and or donations to and/or relationship with us, your location and demographics, as well as the type of activity you have been involved with,

EVENTS AND FUNDRAISING

When you have asked for details about Together Newcastle our work or event, we will only send you relevant information.

MANAGING YOUR CONTACT PREFERENCES

We endeavour to make it as easy as possible for you to tell us how you want us to communicate, in a way that suits you. If you don’t want to hear from us, that’s fine, and you can opt out at any time. Just let us know contact us on 07791 369625 steve.forster@together-newcastle.org .

If you’ve decided you don’t want to be contacted for marketing purposes, we may still need to contact you for administrative purposes. This may include where we are processing a donation you’ve made and any related Gift Aid, thanking you for a donation or participation in an event, or keeping in touch with you about volunteering activities you are doing for us.

How we keep your information safe

We ensure that there are appropriate technical and organisational controls (including physical, electronic and managerial measures) in place to protect your personal details. For example our website and the CUF network is protected and routinely monitored.

How long we keep your information for

We are a networking organisation, and building up a data base of organisation and personal contacts is key to how we work. The length of time we hold information is determined by legal and operational considerations. For instance we are required to keep some personal information for tax or health and safety purposes, as well as keep a record of your interactions with us

Keeping your information up to date

We're committed to putting you in control of your data and you're free at any time to opt out from this activity. To find out more, please contact us on 07791369625 or steve.forster@together-newcastle.org We really appreciate it if you let us know if your contact details change.

This activity also prevents us from having duplicate records and out of date preferences, so that we don't contact you when you've asked us not to.

Your rights

Under UK data protection law, you have rights over personal information that we hold about you. We've summarised these below:

Right to access your personal information

You have a right to request access to the personal data that we hold about you. You also have the right to request a copy of the information we hold about you, and we will provide you with this unless legal exceptions apply.

If you want to access your information, send a description of the information you want to see by post to Together Newcastle Church House St Johns Terrace Percy Main North Shields NE29 6HS or by email steveforster@together-newcastle.org

Right to have your inaccurate personal information corrected

You have the right to have inaccurate or incomplete information we hold about you corrected. If you believe the information we hold about you is inaccurate or incomplete, please provide us with details and we will investigate and, where applicable, correct any inaccuracies.

Right to restrict use of your personal information

You have a right to ask us to restrict the processing of some or all of your personal information in the following situations: if some information we hold on you isn't right; we're not lawfully allowed to use it; you need us to retain your information in order for you to establish, exercise or defend a legal claim; or you believe your privacy rights outweigh our legitimate interests to use your information for a particular purpose and you have objected to us doing so.

Right to erasure of your personal information

You may ask us to delete some or all of your personal information and in certain cases, and subject to certain exceptions, you have the right for this to be done.

Right to object to the use of your personal information

If we are processing your personal information based on our legitimate interests or for scientific/historical research or statistics, you have a right to object to our use of your information.

If you want to exercise any of the above rights, please contact us on Together Newcastle Church House St Johns Terrace Percy Main North Shields NE29 6HS or by email; steve.forster@together-newcastle.org

We may be required to ask for further information and/or evidence of identity. We will endeavour to respond fully to all requests within one month of receipt of your request, however if we are unable to do so we will contact you with reasons for the delay.

Please note that exceptions apply to a number of these rights, and not all rights will be applicable in all circumstances. For more details we recommend you consult the guidance published by the [UK's Information Commissioner's Office \(ICO\(link is external\)\)](#).

Complaints

If you are unhappy with any aspect of how we are using your personal information we'd like to hear about it. We appreciate the opportunity this feedback gives us to learn and improve. Please email steve.forster@together-newcastle.org if you have a complaint or query.

You also have the right to lodge a complaint about any use of your information with the [Information Commissioners Office\(link is external\)](#), the UK data protection regulator

Changes to this Policy

We may change this Privacy Policy from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on the CUF website or by contacting you directly.

Contact us

If you have any questions, comments or suggestions, please let us know by contacting steve.forster@together-newcastle.org or by phone on 07791369625