Red2Green privacy statement

Our Contact Details

Red2Green
Harvey's Barn,
Park End,
Swaffham Bulbeck
CB25 0NA

Website: www.red2green.org

E-mail: info@red2green.org

Phone number: 01223 811662

How we collect personal data:

- Whenever you interact with us, we may collect and store information about you. This may be from a web form on our website, sending us an e-mail, or contacting us in other ways.
- When you sign up to use our services, we ask you to fill in a form with information.
- Third parties may share some information with us for a specific purpose. However, this will only happen if you have given them permission to share your information. For example, a social worker might contact us if they feel someone might benefit from our services.

We do not share any of this information with anyone else.

What data we collect:

We collect and process the following client information:

- Personal details including where you live, e-mail address, your next of kin, carers, your GP contact details
- Family details
- Your health, lifestyle, and social circumstances. This includes any diagnosis, disability, medication you take, and allergies.
- Your ethnic group and religion
- Services you receive
- Financial and funding details
- EHCPs and Care Plans
- Education and employment details
- Records of communication with you or your carers

We collect and process the following supporter information:

- Name and contact details

- Fundraising information such as donations

We collect and process the following staff information:

- Contact details
- Emergency contact and next of kin
- GP and Medical Details, including disability
- Employment history and Education
- Bank details and other information required to process payroll
- Ethnic group and religion
- Other information needed for employment. See our Retention and Destruction Policy.

We collect and process the following volunteer information:

- Contact details
- Emergency contact and next of kin

Why we hold your data:

We hold your personal data to:

- Respond to your enquiry or request for information
- Communicate with you as:
    - someone who uses our services, or
    - a supporter, or
    - a volunteer, or
    - an applicant, current or former employee
- Provide a service and keep you safe
- To process Gift Aid declarations
- Process a job application
- Monitor recruitment statistics
- Purposes directly relevant to a person's employment
- Provide a job reference

How we store your personal information:

Your information is securely stored either online or locked away.

Personal data is removed, deleted, or destroyed as appropriate and in accordance with the 'integrity and confidentiality' principle and 'information security section' set out in the General Data Protection Policy.

We keep data for the following time periods:

- Application forms and interview notes for unsuccessful applicants: 6 months

- Client accident and incident records: 6 years
- Paper client records: 1 year after leaving
- Client records in our database are anonymised 2 years after all leaving actions are concluded
- Volunteer records: 1 year after leaving
- Supporter contact details: As soon as you unsubscribe from our mailing list, or ask us to stop contacting you

The length of time that we keep various records for staff are listed in our retention and destruction policy.

Website, cookies and social media

Website:

Our website collects anonymous information about your computer, including your IP address and browser type. This tells us, for example, the number of users viewing pages on the site, but it does not identify you individually. This means we can monitor and report on the effectiveness of the site and help us improve it.

We use Peoples Fundraising for donations, you can access their privacy policy here: https://www.peoplesfundraising.com/privacy-policy

Cookies:

Cookies are little pieces of information, stored by the website on your computer. There are two types of cookies: session cookies, which your browser automatically deletes after leaving the site, and permanent cookies, which are not automatically deleted (but you can do that yourself).

Session cookies are used to enable certain types of services on the site. Disabling cookies may cause (parts of) the site to not work correctly.

Permanent cookies are used to store user settings, like your preferred language.

No personal data is stored in cookies, unless explicitly accepted by you. Our website will ask you about cookies.

Social media:

If you contact us through social media we will respond to your messages, but we will not save your details to use in any other way.

Use of media and consent

If you use our services, volunteer for us, or are employed by us, we will have asked you for permission to use photos and video of you. This applies to

- Photographs (with an option for back of head)

- Video footage
- Sound recordings
- Quotes and case studies

If you have given us consent to use your photos etc we may use them in the following ways (you can opt in or out of any of these):

- On our website
- On social media and video-hosting platforms (for example Twitter, Facebook and YouTube)
- In newspapers or magazines
- In Red2Green publications such as the monthly newsletter or blog
- In publications of other organisations (such as our funders)

Expiry of consent

- Consent will be normally for five years, but you can withdraw your consent at any time and images will not then be reused in future publications.
- We will take reasonable steps to remove images from use and delete them from our photographic libraries and website etc. We are not able to guarantee that we can withdraw all images, videos or quotes that were published before you withdrew consent.

Looking at the information we hold about you

If you want to see the information we hold about you we will be happy to help, just send us a request in writing by letter or by email (contact details are shown below). Incorrect data can be changed, blocked or destroyed.

Changing your communication preferences

You can change your communication preferences with us at any time. You can choose whether we contact you by mail, telephone, email, or text message, or not at all.

Lawful Bases:

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting info@red2green.org
- We have a legitimate interest.

Your data protection rights:

Under data protection law, you have rights including:

- **Your right of access:** You have the right to ask us for copies of your personal information.

- **Your right to rectification:** You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure:** You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing:** You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing:** You have the the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability:** You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at the contact details at the beginning of this notice if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at the details above.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: https://www.ico.org.uk

Our registration number is Z9394786