

Exeter St James Community Trust Ltd Privacy Policy

Introduction

Exeter St James Community Trust Ltd (ESJCT) relies on the generosity of its members and supporters to achieve its objects which are to carry on any business for the benefit of the residents of St James ward, Exeter. We aim to be transparent in why we need to collect your personal data and once we have it how we will use it.

This policy exists so that you feel confident about the privacy and security of your personal information. We take protecting your privacy very seriously and will always take all reasonable steps within our power to make sure your information is safe. By providing us with your personal information, you consent to the collection and use of any information you provide in accordance with this privacy policy.

In this Privacy Policy, references to “we” and “us” are to the Exeter St James Community Trust Ltd.

ESJCT is a registered society under the Co-operative and Community Benefit Societies Act 2014, register number 32444R. It has charitable status approved By Her Majesty’s Revenue & Customs.

Why do we collect information?

ESJCT aims to support, develop and promote projects that benefit the residents of St James ward Exeter. To deliver our objects, we need to communicate our work to existing and new members and supporters and to raise funds. We need to collect your information and process it in order to communicate the appropriate messages to you which in turn will help us raise funds to meet our goals.

What information do we collect and how do we collect it?

We respect everyone’s right to personal privacy. To that end, we collect and use information only as disclosed in this Privacy Policy. We collect information every time you interact with us –through our website, over the phone, by email or by post. The type and quantity of information we collect and how we use it depends on why you are providing it.

For example, we may collect information when you:

- become a member of ESJCT
- come to an event
- make a donation to us
- respond to our mailings
- contact us online, via email, by post or by telephone.

The information we collect and store includes but may not be limited to:

- Your name, address, telephone number, mobile number and/or email address, along with your preferences as to how we should or shouldn’t contact you in the future

- Financial information submitted to us such as direct debit details and your gift aid status
- Records of your donation history and any correspondence with us.

How long do we store your data and how do we keep it safe?

We store your data for as long as is needed to meet statutory requirements and as long as is relevant to your preferences. For example if you contact us to be removed from a specific mailing list we need to hold your information so that those particular permissions are recorded for future reference.

What we do with your information?

Any personal information we collect from you will be used in accordance with the Data Protection Act 1998, the General Data Protection Regulation and other applicable laws. The details we collect will be used:

- To comply with legal requirements
- To send you information on our work, our fundraising communications or our e-news but only where you have signed up to receive these from us or where we have legitimate interest in sending these to you.

We may pass your information onto our suppliers to allow them to perform services on our behalf for which you have already agreed to (e.g. to send out mailings or to send out e-newsletters). In these circumstances we will not give these organisations any rights to use your personal information except to provide services to us and in accordance with our instructions.

We use a third-party provider, MailChimp, to deliver our newsletter. Neither we nor MailChimp will ever sell your email address or share it with any other party unless legally compelled to do so. MailChimp's privacy policy can be found here: <https://mailchimp.com/legal/privacy/>

We also utilise a third party, Google Analytics, to track the usage and volume of users on our website. The information they collect is not in any way associated with the details we hold about you online. More information about Google Analytics privacy terms can be found here: <https://support.google.com/analytics/answer/6004245?hl=en>

Your rights

We want to make it easy for you to tell us how you want us to communicate, in a way that suits you. Our communications have clear preference questions and we include information on how to opt out.

If you don't want to hear from us, that's fine. Just tell us so when you provide your data or email us : <mailto:trust@exeterstjamesforum.org> or write to us at the registered address: 15 Powderham Crescent, Exeter, EX4 6DA. You can also ask us to update or remove your personal information and you have the right to request a copy of any personal information we hold about you.

If you want to find out what information we store about you, you can request the details under the Data Protection Act 1998 and the General Data Protection Regulations. Please send a description of

the information you want to see and proof of your identity by post to: The Secretary, 15 Powderham Crescent, Exeter, EX4 6DA. We do not accept these requests by email.

You can also send us your comments or lodge a complaint by contacting us at the afore-mentioned address. An inquiry will be held into each complaint, and the appropriate action will be taken. If the problem raised by your complaint requires a change in our policies and procedures, we will act accordingly.

Despite all of our precautions however, no data transmission over the internet can be guaranteed to be 100% secure. So, whilst we strive to protect your personal information, we cannot guarantee the security of any information which you disclose to us and so wish to draw your attention that you do so at your own risk.

If you are not happy with the way we have handled your data, and are unable to resolve the issue with us, you can complain to the Information Commissioner's Office (ICO) here:

<https://ico.org.uk/concerns/>

Other Websites

This Privacy Policy only applies to ESJCT and its website. Any other websites which may be linked by our website are subject to their own policies, which may differ from ours.

Changes to this Policy

This policy was last updated in May 2018 in line with recommendations published by the Information Commissioner and the Fundraising Regulator. It was re-worded to make it easier to understand, and to clarify that we do not sell, swap or share your data with any other organisations except where they are acting on our behalf. We may amend or update this policy at any time to take account of any changes to data protection law or other legislation. When further updates to the policy are made they will be posted on this page, but rest assured we won't ever make any other changes to the way we use your data without asking you first. Your subsequent submission of personal information will be deemed to signify your acceptance to the updates.

A paper copy of his privacy policy is available offline by writing to The Secretary, Exeter St James Community Trust Ltd, 15 Powderham Crescent, Exeter EX4 6DA.