

LymeForward Privacy Notice

1. Introduction

LymeForward is committed to safeguarding the privacy of its employees, volunteers, members and service users.

This Privacy Notice applies where we are acting as a data controller with respect to personal data; in other words, where we determine the purposes and means of the processing of that personal data.

This notice explains how and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, how we keep it safe and secure and your rights and choices in relation to your information.

2. Who we are and how you can contact us.

"We" refers to LymeForward CIC, a Community Interest Company registered number 10381732. Our registered office address is: LymeForward, The Town Mill, Mill Lane, Lyme Regis, Dorset, DT73PU where we can meet you by appointment.

Our telephone number 01297 441224 usually goes to answerphone which is checked several times a day, as is our email lymeforward@gmail.com

We also operate the www.lymeforward.com website.

Our Data Controller is Director Ken Lavery who can be contacted as above.

3. How do we collect information about you?

We obtain information about you in the following ways:

3.1. *Information you give us directly*

For example, we may obtain information about you when you sign up as a member, make a donation, apply to volunteer or work for us, use one of our services or when you contact us by email, phone, text or letter or via social media.

3.2. *Information you give us indirectly*

Your information may be shared with us by third parties, such as an organisation referring you to us for one of our services such as the Foodbank, or by family members/carers who wish to ensure the information we hold is correct and that your needs are properly understood.

3.3. *Through Social Media*

When you interact with us on social media platforms such as Facebook and Twitter we may obtain information about you. The information we receive will depend on the privacy preferences you have set on those types of platforms.

4. What type of information is collected from you and why?

The personal information we collect, store and use might include:

- your name and contact details (including postal address, email address and telephone number) - so that we can contact you and provide the services or information you have requested
- details of your family members - so that we can provide suitable food or other services, or contact them if there is a problem with your health
- your age or date of birth - so that we can analyse and report anonymously on service usage
- health issues - so that we can offer you effective support
- your bank details, Tax code etc if an employee - so that we can pay you
- any other personal information shared with us

Data protection laws recognise certain categories of personal information as sensitive and therefore requiring greater protection, for example information about your health, ethnicity and religion. We only collect sensitive data about you if there is a clear and valid reason for doing so and you give it to us willingly.

Where appropriate, we will make it clear why we are collecting this type of information and what it will be used for.

5. How long is your information kept for?

We keep your information for no longer than is necessary for the purposes it was collected for. The length of time we retain your personal information for is determined by operational and legal considerations. For example, we are legally required to hold some types of information to fulfill our statutory and regulatory obligations (e.g. health/safety and tax/accounting purposes).

We review our retention periods on a regular basis.

6. Who has access to your information?

We do not share, sell or rent your information to third parties **except:**

1. if legally required
2. if we think it in your interests to refer you to another organisation for help and/or support. We would however first request permission from yourself (or family member/carer).

Within the organisation, only those staff and volunteers who need the information have access to it. They are aware of their duty of confidentiality in respect of other people's personal information.

7. Lawful Processing

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We consider the following grounds to be relevant:

7.1. *Specific Consent*

Where you have provided specific consent to us using your personal information in a certain way, such as to send you information about matters we consider might be of interest to LymeForward members.

7.2. Performance of a contract

Where we are entering into a contract with you or performing our obligations under it, as when communicating with you about LymeForward meetings.

7.3. Legal obligation

Where necessary so that we can comply with a legal or regulatory obligation to which we are subject, for example by HMRC.

7.4. Vital interests

Where it is necessary to protect life or health (for example in the case of medical emergency suffered by an individual at one of our events) or a safeguarding issue which requires us to share your information with the emergency services.

7.5. Legitimate interests

Where it is reasonably necessary to achieve our or others' legitimate interests (as long as what the information is used for is fair and does not duly impact on your rights).

We consider our legitimate interests to be running LymeForward as a community organisation in pursuit of its aims and ideals. For example to send a postal communication which we think will be of interest to you even though you have opted out of receiving such information by email.

When we legitimately process your personal information in this way, we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. We will not use your personal information where our interests are overridden by the impact on you, for example, where use would be excessively intrusive (unless, for instance, we are otherwise required or permitted to by law).

When we use sensitive personal information, we require an additional legal basis to do so under data protection laws, so will either do so on the basis of your explicit consent or another route available to us at law (for example, if we need to process it for employment, social security or social protection purposes, your vital interests, or, in some cases, if it is in the public interest for us to do so).

8. Email/text/phone

We consider that communicating with you about LymeForward's governance, meetings etc is in our legitimate interest but we will only send you informative communications of general interest by email, text and telephone if you have explicitly provided your prior consent. You may opt out of these communication at any time by clicking the unsubscribe link at the end of our emails.

9. Your Rights

Under UK data protection law, you have certain rights over the personal information that we hold about you. These are briefly described below.

9.1. Access

You have a right to find out what personal data we hold about you, and certain other information such as how we are using it.

9.2. *Withdrawal of Consent*

When we rely on your consent to use your data, you have the right to withdraw that consent at any time. You can do this by contacting us, or through your account settings or by clicking the “unsubscribe” link.

9.3. *Objection to direct marketing*

You have the right to object to us using your personal data for direct marketing purposes, should we do so. If you do this we will stop using it for those purposes.

9.4. *Rectification*

If the information that we hold about you is inaccurate or out of date, you have a right to ask us to correct it.

9.5. *Objection to Legitimate Interests*

If you disagree with us relying on the legitimate interests grounds for using your personal data, you can object to us doing so. We will then reassess the extent to which we can continue to use the data in light of your particular circumstances.

9.6. *Erasure*

In certain circumstances you can ask us to delete your personal data from our systems. However, this usually won't apply to all of your data because we might have good reason for needing to keep some of it.

9.7. *Restriction*

In some circumstances you can ask us to restrict the ways in which we use your personal data.

9.8. *Portability*

You have the right to receive some limited kinds of information in a portable format.

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](#). To enquire from LymeForward about exercising these rights, please use the contact details set out in section 2.

10. Keeping your information safe

When you give us personal information, we take steps to ensure that appropriate technical and organisational controls are in place to protect it.

Non-sensitive details (your email address etc.) are transmitted normally over the internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems by securing the office and the drawer where paper files are kept with a lock, password-protecting access to the office computer, and restricting data access to those who really need to know.

11. Keeping your information up to date

We take reasonable steps to ensure your information is accurate and up to date.

We really appreciate it if you let us know when your contact details change.

12. Links to other websites

Our website may contain links to other websites run by other organisations. This policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other websites even if you access those using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the privacy policy of that third party site.

13. Aged 16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors.

14. Changes to this Notice

We keep this Notice under regular review. This Notice was last updated in September 2018.

Any changes we may make to this Notice in the future will be posted on our website so please check this page occasionally to ensure that you're happy with any changes. If we make any significant changes we'll make this clear on this website.