



Privacy Notice JULY 2018

Equal People mencap may collect and use your personal information to meet our legal, statutory and contractual obligations, to provide you with our products and services, and to let you know about the work we do and how you can get involved.

Who We Are

Equal people mencap ("we" or "us") will gather and use your personal information in accordance with this privacy notice and in compliance with applicable data protection legislation. This privacy notice explains how, why and when we collect and process your personal data and it provides you with information about your data protection rights.

Our registered office is at 73 St Charles Square, London, W10 6EJ.

We are a company registered in England and Wales under company number 02150599 and also a registered charity under the charity commission number 298609.

We are registered with the Information Commissioner's Office (ICO) as a controller with registration number Z201896X.

Information we collect when you visit our website

Cookies

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies

Managing cookies

Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser and from version to version. If you block cookies, you will not be able to use all the features on our website.

Usage data

We process data about your use of our website and services ("usage data"). Usage data may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use.

We collect usage data from analytics tracking system and we use it to analyse how people use our website and services. We rely on our legitimate interests, namely monitoring and improving our website and services, to collect and use usage data in this way.

Transaction data

We collect information about transactions (including donations or purchases of goods and services) through our website ("transaction data"). Transaction data may include your contact details, your card details and details of the transaction. We use transaction data to supply the goods and/or services to you and to keep proper records of the transaction.

Our legal basis for this is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract. We may also need to retain certain information in order comply with our legal obligations or because we have a legitimate interest, namely the administration of our website and business.

Notification data

We collect information from you when you subscribe to our email notifications and/or newsletters ("notification data"). We collect and store notification data in order to send you the relevant notifications and/or newsletters. We only use your personal information in this way if you have given us your consent by subscribing via the forms on our website.

Donations via Local Giving

You can donate to Equal People mencap via the Local Giving link on our website. Local Giving is a third party provider of services to us and their privacy policy can be found her <https://localgiving.org/privacy-policy>. The policy explains about how and when Local Giving will collect your personal information and when they will share your information with us.

Contact Us

We will collect and store personal information that you provide when you fill in the form on the 'Contact Us' page of our website. We will use this information to process your query and respond to you. Where we consider it necessary or appropriate, we will share this information with third parties such as the charity commission or our professional advisers.

Third party websites

This privacy policy only governs our website and we are not responsible for the privacy policies that govern third party websites even where we have provided links to them. If you use any link on our website we recommend you read the privacy policy of that website before sharing any personal or financial information.

We operate a number of social media pages (including Facebook, Twitter and YouTube). This privacy notice explains how we will use any data collected from those pages it does not cover how the providers of social media websites will use your information. Please ensure you read the privacy policy of the social media website before sharing data and make use of the privacy settings and reporting mechanisms to control how your data is used.

Information we collect when you use our services

We will ask you to provide personal information when you choose to take part in our Activities Services, if you visit our Drop-In sessions, if you ask us to provide Supported Living Services to you, or if you participate in our Carers Activity Service.

We may ask you to provide the following personal information in order to provide our services to you:-

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Work Telephone Number
- Mobile Telephone Number
- National Insurance Number
- NHS Number
- Passport Number
- Driver's License Number
- Financial information
- Special Category Personal Data (e.g. information about your health, religion, sexuality, race or ethnic origin)

We collect this information from you when you complete our equal opportunities monitoring forms, client contract forms, Support plans and assessments, Advocacy case interviews. We may also collect information about you from third parties, such as Local authorities or health authorities.

We collect and use your personal information:

- to enter into, or perform, a contract with you;
- if we are under a legal obligation; or
- if we have a legitimate interest for the purposes of delivering our services to you.

We will ask for your consent to collect and use your Special Category Personal Data.

Information we collect when you apply for a position with us

When you apply to work with us or to volunteer for us, we will collect and use the following personal information about you:-

- The information you provide in your CV or application form and covering letter.
- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number

- Work Telephone Number
- Mobile Telephone Number
- Any information you provide to use during an interview
- Special Category Personal Data (e.g. health/medical information, details about religion, sexuality, gender, ethnicity, nationality)
- Copies of documents you provide to evidence your right to work in the UK
- Information about criminal convictions and offences

We collect most of this information directly from you when you apply for a position. We may also receive information from third parties such as the Disclosure and Barring Service (DBS) in respect of criminal convictions or your named referees if we ask for a reference.

We collect and use your personal information:

- to enter into, or perform, a contract with you;
- if we are under a legal obligation; or
- if it is in our legitimate interests in order to assess your suitability for the role and to decide whether to appoint you.

We collect and use your Special Category Personal Data and/or information about criminal convictions and offences:

- for the purposes of carrying out our obligations under employment, social security and social protection law;
- for reasons of substantial public interest (e.g. equalities monitoring, safeguarding); or
- where we have your consent .

Promotions and offers

Occasionally, Equal People mencap would like to contact you with details of the services/events/newsletter/promotions that we provide. If you consent to us using your contact details for these purposes, you have the right to modify or withdraw your consent at any time by using the opt-out/subscribe options or by contacting Equal People mencap directly.

Consequences of not providing your personal information

You are not obliged to provide your personal information to Equal People mencap but we may not be able to offer some of our services to you without it.

Sharing your personal information with third parties

We only ever use your personal information if we are satisfied that it is lawful and fair to do so.

We may share your personal information:

- with your consent;
- if we are under a legal duty to disclose or share your personal information (e.g. to report concerns about safeguarding or illegal working);
- with a regulator (e.g. the Charity Commission or the ICO);
- in order to enforce any terms and conditions or agreements between us; or

- as part of a sale of some or all of our business and assets to any third party, on a temporary or permanent basis, for the purposes of a joint venture, collaboration, sale, merger, reorganisation, change of legal form, dissolution or similar event.

We may also share your personal information with third parties who provide services and support to us including:

- our payroll provider
- IT support
- storage service providers, including cloud computing services
- background screening providers (for DBS checks)
- our legal and professional advisers
- our insurers

These providers process your personal information on our behalf and in accordance with our instructions. We undertake checks to ensure that they comply with data protection legislation and that they have appropriate confidentiality and security measures in place to protect your personal information.

Security

We take your privacy seriously and we take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including: -

- Secure Sockets Layer (SSL)
- Encryptions
- Pseudonymisation
- Restriction
- authentication

How Long We Keep Your Data

We only ever retain personal information for as long as is necessary for the purposes specified in this notice and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law and financial legislation to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Your Rights

You have the right to access personal information that we processes and to request information about:-

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed

- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source
- Your right to request rectification, erasure or restriction or to object to the processing
- Your right to lodge a complaint with the ICO
- Any automated decision-making (including profiling) that we carry out
- The safeguards we have in place if we transfer your personal information to a country outside the European Economic Area

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to:

- request erasure of your personal information
- restrict processing in accordance with data protection laws
- to object to us using your personal information to further our legitimate interests (or those of a third party) or where we are using your personal information for direct marketing purposes
- ask us to transfer your personal information to another person or organisation
- be informed about any automated decision-making that we use

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

Complaints

If you have a query or wish to make a complaint about how we use your personal information, please contact Nic Walsh - nwalsh@equalpeoplesmencap.org.uk.

You also have the right to make a complaint at any time to the ICO - <https://ico.org.uk/make-a-complaint>.

Changes to this Privacy Notice

This Privacy Notice is regularly reviewed and may be updated from time to time to reflect changes in our business, or legal or commercial practice. Where an update has a material effect on the way in which we process your personal information, we will notify you.