

Privacy Notice – Charitable Services

1. Purpose of this Notice

The Diocese of St Edmundsbury and Ipswich (“Diocese”) have created this Privacy Notice to ensure compliance with legal and regulatory requirements in regard to the Personal Data collected about you. This Privacy Notice explains what personal data might be collected, how and why it would be collected, who it might be shared with and how it is protected.

Appendix A outlines how you can complain to the Diocese or the Supervisory Authority, if you have concerns that this notice is not being applied in relation to your personal data.

2. What personal information could be collected, and how?

The information collected about you is information that you have provided voluntarily via the use of our Top Up shops, or via the use of our grants scheme. The data you may provide to us is as follows:

- Name (Top Up shop & Grants)
- House number and Post Code (Top Up shop)
- ID Number (Grants)
- Log in details – (Grants) this data is not in any way retained, only used at the point of collection for grant users

Top Up shop data is retained by us for no longer than 3 years. Grants data is retained for no longer than 7 years for financial purposes.

3. How is your information stored and accessed?

Your information is held in store at the Top Up shops – this data is stored in the form of a simple list and only specific authorised persons have been provided access. Information which is collected for grants is stored in spreadsheet format, the system is password protected and network monitoring and management is in place to prevent unauthorised access or other breaches. The following is who collects, stores and protects your data:

- Top Up shop representatives
- Grants officer / manager

We do not store or transfer this data outside of the European Economic Area (EEA).

4. How will the Diocese use your information?

The Diocese will use your personal information to maintain accurate records for the following purposes:

Top Up shops:

- to identify the areas of most need

- to provide anonymised analytics to local council. Anonymised means that no identifiable data is used to perform analytics or to share the results

Grants:

- to provide access to the grants service
- to provide evidence of grant uses to ensure enough funds
- to access bill payment portals (this data is not retained, only used at point of collection)

We do not use your data for automated decision-making or profiling.

5. Sharing your information

The Diocese will not sell or disclose your information to third parties other than those needed to meet contractual or legal obligations or to protect the vital interests of the data subjects we collect data about.

The information the Diocese holds about you will only be used for the purposes stated and will be retained in line with the requirements of our retention policy, which is available to all. The Diocese may disclose your information to the following third parties;

- To provide statistics of the use of Top Up shops by postcode
- To provide evidence of use of grants
- To law enforcement agencies to detect and prevent criminal activity or for safeguarding purposes (if applicable) - this excludes private investigators. The Diocese will not disclose Personal Data in this instance.

6. How will the Diocese protect your information?

The Diocese use a range of security techniques to protect Personal Data, these are, but are not limited to;

- security policy;
- use of encryption techniques;
- Use of Non – Disclosure Agreements (NDA's)
- employee, volunteer and worker security training program(s);
- robust and up to date anti-malware programs are utilised;
- secure data disposal;
- access control;
- network monitoring and management.

7. Your Rights

You have a number of rights in regard to your Personal Data, and the Diocese observes and complies with these rights by ensuring that you can have access, upon request, to any of the data we hold about you. You have other rights in regard to your Personal Data that you may exercise in the event that the Diocese have no legal basis to reject your request, these rights are:

- You may object or restrict our handling of your data.
- You may have your data delivered to you in a portable, readable and useable format.
- You may have your data corrected or updated at any time if you believe the data we hold is incorrect.
- You may have your data erased from our systems when we have no legal reason for retaining it.

Appendix A

The contact information provided below is to enable anyone to exercise their rights in regard to their own personal data that we hold or process. If you wish to exercise your rights as detailed above, please contact us on the below email address and we will respond to you within 30 days.

Relevant contact information:

Director of Communications - communications@cofesuffolk.org

If you wish to make a complaint about the way the Diocese handles your data, please contact the Information Commissioners Office (ICO) on the below contact details:

Wycliffe House, Wilmslow, Cheshire, SK9 5AF, Tel: 0303 123 1113 (local rate)

Or you can use the online service which allows you to make a complaint using the online form. You can report a breach, a concern or even just request more information. The ICO online can be found here: <https://ico.org.uk/global/contact-us/>

Version 1 (Sep 2022)

Last reviewed: Governance Committee (November 2022)
To be reviewed annually or following a major amendment.