



## **Replenish UK Privacy Notice**

We at Replenish UK recognise that your privacy is important. This document outlines the types of personal information we receive and collect when you use the services of Replenish UK, as well as some of the steps we take to safeguard information. We hope this will help you make an informed decision about sharing personal information with us.

Replenish UK strives to maintain the highest standards of decency, fairness and integrity in all our operations. Likewise we are dedicated to protecting our customers, consumers and online visitor's privacy.

### **YOUR PERSONAL DATA WHAT IS IT?**

Personal data relates to a living individual who can be identified from that data, like their name, address, e mail address, telephone number and financial details. The processing of personal data is governed by the General Data Protection Regulation ("The GDPR")

### **HOW DO WE PROCESS YOUR PERSONAL DATA?**

Replenish UK complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes:-

- To maintain our own accounts and records (including the processing of gift aid applications)
- To manage our volunteers
- To inform you of news, events, activities and services that Replenish UK are running
- To fundraise and promote the interests of the charity
- To administer client and volunteer records.
- To enable us to provide a voluntary service for the benefit of the public as specified in our constitution.
- To operate the Replenish UK website and deliver the services that individuals have requested.

### **HOW DO WE COLLECT INFORMATION FROM YOU**

We collect personal information directly from you when you make a decision to become a volunteer for Replenish UK or are referred to our befriending service for support. We also collect personal information when you make a donation or sign up to become one of our intercessory prayer team.

### **THE PERSONAL INFORMATION WE COLLECT.**

The personal information we collect and process will include your name and contact details including email address and mobile number. The information we collect might also include date of birth, areas of interest and potential interest and details about propensity to volunteer and /or support us financially through charitable donations. If you make a donation to replenish UK we will record your donation details on our record, including gift aid status, where applicable ( as required by HMRC) If you are assigned a befriender, we will also keep a record of contact made with you and a log of your time spent with our volunteers. We will keep a note about any changes you tell us about, including when you change your address, or name.

We do not store any debit /credit card details.

### **SENSITIVE PERSONAL DATA**

The Data Protection Act recognises some information as sensitive data. This includes but is not limited to information which reveals your religious beliefs, health issues, race or ethnic origin.

Replenish UK will always treat any sensitive personal data we process with the greatest care and process the information in accordance with the Data Protection Act.

### **WHAT IS THE LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA?**

Explicit consent of the data subject so that we can keep you informed about news, events, activities and services of Replenish UK

Processing is necessary for carrying out legal obligations in relation to gift aid or under employment, social security or social protection law, or a collective agreement

Processing is carried out by a not to profit body processing personal data of members or former members.

Legitimate interest in the administration of referrals and volunteer application forms

### **SHARING YOUR PERSONAL DATA**

Your personal data will be treated as strictly confidential, and will be shared only with the Trustees. We will only share your personal data with third parties with your consent.

### **HOW LONG DO WE KEEP YOUR PERSONAL DATA**

We keep your personal data for no longer than is reasonably necessary for the purposes for which it was collected (unless otherwise advised) and in accordance with the replenish UK records retention schedule. Sometimes we are obliged by law to keep your data for a certain length of time e.g. HMRC requires that we keep a record of your name, address and Gift Aid declaration for six years from the date of your last donation. Data will be kept securely and destroyed appropriately when no longer required. Replenish UK may also decide to archive some data.

## **YOUR RIGHTS AND YOUR PERSONAL DATA**

- Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:-
- The right to request a copy of your personal data which Replenish UK holds about you.
- The right to request that Replenish UK corrects any personal data if it is to be found inaccurate or out of date.
- The right to request your personal data is erased where it is no longer necessary for replenish UK to retain such data.
- The right where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing.
- The right to object to the processing of personal data
- The right to lodge a complaint with the information Commissioners Office.

## **FURTHER PROCESSING**

If we wish to use your personal data for a new purpose, not covered by this Data Protection notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

## **CHANGES TO THIS PRIVACY NOTICE**

Replenish UK will review this privacy notice regularly and may update it at any time for example , in the event of changes in law or how we operate. Please do check our website from time to time. If there are any significant changes in the way we process your personal information, we will provide a prominent notice on our website or send you a notification.

## **CONTACT DETAILS**

To exercise all relevant rights, queries or complaints please in the first instant contact Rebecca Johnson the Data Protection Officer at [info@replenishuk.com](mailto:info@replenishuk.com) or telephone 07534414146.

You can also make a complaint directly to the Information Commissioners Office (ICO). The ICO is an independent authority upholding information rights for the UK. Their website is [ico.org.uk](http://ico.org.uk) and their telephone helpline number is 0303 123 1113