## Tettenhall District Community Trust (including Tettenhall Community Forum working group) Customer & Members’ Privacy Notice

**Registered name:** Tettenhall District C.i.c

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

### Post

3 Lower Green, Tettenhall , Wolverhampton, WV6 9AH, GB

### Telephone

07756 330161

### Email

tdcic@tdcic.org.uk

## What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery and third party referrals**:

* Names and contact details
* Gender
* Pronoun preferences
* Addresses
* Date of birth
* Information about lifestyle, interests or personal history
* Records of meetings and decisions
* Payment details (including card or bank information for transfers and direct debits)
* Website user information (including user journeys and cookie tracking)

We collect or use the following information to **receive donations or funding and organise fundraising activities**:

* Names and contact details
* Payment or banking details

We collect or use the following personal information for **service updates or marketing purposes**:

* Names and contact details
* Marketing preferences
* Website and app user journey information
* Records of consent, where appropriate

We collect or use the following personal information to **comply with legal requirements**:

* Name
* Contact information

We collect or use the following personal information for **recruitment purposes**:

* Contact details (eg name, address, telephone number or personal email address)
* Date of birth
* Right to work information

We collect or use the following personal information for **For administration of membership**:

* Names and contact details
* Gender
* Pronoun preferences
* Addresses
* Date of birth
* Information about lifestyle, interests or personal history
* Records of meetings and decisions
* Payment details (including card or bank information for transfers and direct debits)
* Donation history
* Records of consent, where appropriate

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

* **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#roa).
* **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#rtr).
* **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#rte).
* **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#rtrop).
* **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#rto).
* **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#rtdp).
* **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here](https://ico.org.uk/for-organisations/advice-for-small-organisations/create-your-own-privacy-notice/your-data-protection-rights/#rtwc).

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods, including delivery and third party referrals** are:

* Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
* Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
* Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
* • Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
	+ For provision of social wellbeing projects and tracking of mandatory social values and benefit aims derived from Local Planning Authority and Neighbourhood Plan legislation.

Our lawful bases for collecting or using personal information to **receive donations or funding and organise fundraising activities** are:

* Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

* Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **comply with legal requirements** are:

* Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

* Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
* Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **For administration of membership** are:

* Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
* Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

## Where we get personal information from

* Directly from you
* Charities or voluntary sector organisations
* Schools, colleges, universities or other education organisations
* Publicly available sources
* Councils and other public sector organisations
* Providers of marketing lists and other personal information
* Suppliers and service providers

## How long we keep information

[For members – permanently until the member resigns, thereafter for 1 year. For customers who receive goods or services – for 1 year. For data provided from other sources – until completion of relevant community project, thereafter for 1 year (individual projects will provide a schedule of information retention policy) ]

[Data is retained and released in entirety. Non identifiable information to help us identify project performance, community wellbeing, social value aim benefits, or mandatory information required by Local Planning Authority will be retained for 5 years]

## Who we share information with

### Others we share personal information with

* Charities and voluntary organisations
* Professional advisors
* Local authorities or councils
* Organisations we’re legally obliged to share personal information with

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)

## Last updated

20 October 2024