

Step to Shelter Merseyside Privacy Policy

1. Introduction

Step to Shelter Merseyside is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal data when you interact with us. We are fully compliant with the **General Data Protection Regulation (GDPR)** and the **Data Protection Act 2018**.

By using our services, accessing our website, or interacting with us, you agree to the terms of this Privacy Policy.

2. What Personal Data We Collect

We collect and process personal data in various ways, including when you register with us, donate, volunteer, or access our services. The types of personal data we may collect include:

- **Contact details:** Name, address, email address, phone number
- **Demographic information:** Age, gender, date of birth
- **Health information:** Physical or mental health details, medical history (when required for support services)
- **Employment details:** Employment status, skills, volunteer interests (for staff and volunteers)
- **Financial information:** Bank details, payment history (for donations or fundraising)

3. How We Use Your Personal Data

Step to Shelter Merseyside uses personal data for the following purposes:

- To provide services to clients, including shelter, food, and support
- To manage donations and fundraising activities
- To communicate with supporters, volunteers, and clients regarding our services, events, or campaigns
- To manage and support volunteers and staff
- To comply with legal, regulatory, and contractual obligations

We only collect and process personal data that is necessary for these purposes and will not use it for any other purpose without your consent.

4. Lawful Basis for Processing Personal Data

We process your personal data based on one or more of the following lawful grounds:

- **Consent:** You have given us explicit consent to process your personal data for a specific purpose
- **Contractual Necessity:** The processing of personal data is necessary for the performance of a contract (e.g., volunteer agreements, service provision)

- **Legal Obligation:** We process personal data to comply with legal or regulatory requirements
- **Legitimate Interests:** We may process your data based on our legitimate interests, such as managing our services, improving client support, and conducting fundraising

5. Sharing Your Personal Data

Step to Shelter Merseyside will not share your personal data with third parties, except in the following circumstances:

- **With service providers:** We may share your data with trusted third-party service providers (e.g., payment processors, IT services) who assist in running our services. These providers are required to protect your data and comply with data protection laws.
- **For legal or regulatory reasons:** We may disclose your data if required by law, for example, to comply with a court order or prevent fraud.
- **For research or analysis:** In some cases, we may share anonymised or aggregated data for research, analysis, or reporting purposes.

We will never sell or rent your personal data to third parties.

6. Data Security

We take the security of your personal data seriously and implement appropriate technical and organisational measures to protect it from unauthorised access, disclosure, alteration, or destruction. These measures include:

- Secure servers and encrypted communication channels
- Access control systems to limit who can access personal data
- Regular security audits and vulnerability assessments

7. Retention of Personal Data

Step to Shelter Merseyside will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including for any legal or regulatory obligations. When your personal data is no longer required, it will be securely deleted or anonymised.

8. Your Rights

As a data subject, you have several rights under the GDPR in relation to the personal data we hold about you:

- **Right to Access:** You have the right to request a copy of the personal data we hold about you.
- **Right to Rectification:** If you believe any of your personal data is inaccurate or incomplete, you can request that it be corrected.
- **Right to Erasure:** In certain circumstances, you can request that your personal data be erased (e.g., when it is no longer necessary for the purposes it was collected).
- **Right to Restrict Processing:** You can request that we restrict the processing of your personal data in certain circumstances (e.g., if you contest the accuracy of the data).

- **Right to Data Portability:** You have the right to request a copy of your personal data in a commonly used, machine-readable format.
- **Right to Object:** You can object to the processing of your personal data in certain circumstances, including processing for direct marketing purposes.
- **Right to Withdraw Consent:** If we rely on your consent to process your personal data, you have the right to withdraw that consent at any time.

To exercise any of these rights, please contact us using the contact details provided below.

9. Cookies and Tracking Technologies

We use cookies and similar technologies on our website to enhance user experience and analyse website traffic. Cookies are small text files that are placed on your device when you visit our site.

You can control cookies through your browser settings. However, please note that blocking certain cookies may affect your ability to use our website and services.

For more information about our use of cookies, please refer to our Cookie Policy (if applicable).

10. Third-Party Websites

Our website may contain links to third-party websites. These websites are not operated by Step to Shelter Merseyside, and we are not responsible for their privacy practices. We recommend reviewing the privacy policies of those websites before providing any personal data.

11. Changes to This Privacy Policy

Step to Shelter Merseyside reserves the right to update or modify this Privacy Policy at any time. Any changes will be posted on our website, and the date of the most recent update will be reflected at the bottom of this policy. We encourage you to review this policy periodically.

12. Contact Us

If you have any questions or concerns about this Privacy Policy or how your personal data is handled, please contact us:

Data Protection Officer

Step to Shelter Merseyside

Name: Dylan Williams

Email: Dylan.williams@steptoshelter.co.uk