



Baby Necessities Southampton

Data Protection and Privacy Policy

Data Protection and Privacy Policy for Baby Necessities Southampton

Baby Necessities Southampton is committed to a policy of protecting the rights and privacy of individuals.

We always recommend that our volunteers, referral partners and other interested parties read this privacy notice in full. We respect the privacy of our supporters and visitors to our websites. This policy explains how we collect data, how we use and store information and what controls you have. All personal information must be collected and dealt with appropriately.

For any enquiries or feedback on our actions, please contact info@baby necessities.co.uk

Purpose

The purpose of this policy is to set out Baby Necessities Southampton's commitment and procedures for protecting personal data. Baby Necessities Southampton regards the lawful and correct treatment of personal information as very important to successful working, and to maintaining the confidence of those with whom we deal with.

Who Are We?

Baby Necessities Southampton is a registered charity which provides new and pre-loved baby essentials to families in need.

For the purposes of this Policy, 'us', 'we' and 'our' refer to Baby Necessities Southampton.

The GDPR

The General Data Protection Regulation (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information from individuals who live in the European Union (EU). Baby Necessities Southampton will remain the Data Controller for the information held. Baby Necessities Southampton's employees, trustees and volunteers will be personally responsible for processing and using personal information in accordance with the GDPR.

In line with the GDPR principles, Baby Necessities Southampton will ensure that personal data will:

- Be obtained fairly and lawfully and shall not be processed unless certain conditions are met
- Be obtained for a specific and lawful purpose
- Be adequate, relevant but not excessive

- Be accurate and kept up to date
- Not be held longer than necessary
- Be processed in accordance with the rights of data subjects
- Be subject to appropriate security measures
- Not to be transferred outside the European Economic Area (EEA)

The definition of 'processing' is obtaining, using, holding, amending, disclosing, destroying and deleting personal data. This includes paper based personal data as well as that kept on computer.

What information do we collect?

We collect personal information each time you deal with us. For example, when you become a referral partner, fill in a referral form on our website, become a volunteer, financially support us or otherwise provide your personal details we collect the information you provide, such as your name, contact details and IP address. We also collect information given to us by a third party (for example, details of referees). If you support us financially we will take details such as bank/credit/debit card details.

What do we do with it?

We process your personal data to provide our services to you and our beneficiaries. We will only ever process your personal data in compliance with applicable law and where we have legal basis for doing so under Data Protection Act 2018.

We may use the personal data we collect in the following ways:

- To communicate with you about information you have requested or services that might be of interest to you, as well as any updates to our services.
- Contact supporters in order to raise and process funds and other donations given in support of Baby Necessities Southampton.
- Run and administer Baby Necessities Southampton including; processing and delivery of orders, provision of our service, development of services, organising events and volunteer teams, administering donations, monitoring and evaluating the effectiveness of our work.
- Undertake surveys to understand the difference we make and how we can improve.

Basis of processing your data

You are free to change your preferences, withdraw your consent, update, request access or object to us processing your data at any time by contacting us at info@baby necessities.co.uk

- Consent: We will process your personal data where you have given us consent for the specific purposes which we have told you about.

- Legitimate interests: For the purposes of the administration and running of Baby Necessities Southampton. For example: When you become a referral partner, volunteer, act as a referee, make a gift, or are a potential or actual corporate supporter, we will rely on our legitimate interests to ensure the smooth administration, running and development of our services in order to collect and process the personal data you supply us, when your interests and fundamental rights do not override these legitimate interests.
- Contract: For the purposes of entering into any contract with Baby Necessities Southampton; we will process personal data to undertake the first steps needed before a contract can be entered into. We may also process personal data to fulfil our contractual obligations with those who provide services to us.

Volunteering with us

When you provide us with personal data when you volunteer with us, such as your name and contact details, we will process, store and disclose the personal data we collect to:

- Support the volunteer recruitment process
- Answer any questions or feedback you may have
- Use third parties to provide services such as references or training
- Deliver, administer and monitor the volunteering opportunity

By agreeing to volunteer with Baby Necessities Southampton you are agreeing to us sending you emails about your volunteer role. We may on occasion share your email address with other Baby Necessities Southampton volunteers or employees.

Referral Partners

When you provide us with personal data when you become a referral partner, such as your name, role, work/personal e-mail, and telephone number, we will process, store and share the personal data we collect to:

- Process the order
- Deal with any queries
- Arrange collection or delivery of the order
- Monitor the quality of the service

Sharing your information

We may share your personal data with our third party suppliers, including our referral partners and delivery fulfilment agents, to enable the efficient and secure provision of

services to you and our beneficiaries. Except as explained in this privacy policy, we will not share your data with third parties without your consent, unless obliged to by law.

Legal duty: We may need to pass on information if required by law, for purposes of national security, taxation and criminal investigations, or by a regulatory body, for example, information relating to Gift Aid requested by HMRC.

Third parties: We may enter into contract with third party service providers who assist us with the administering the provision of our services. We may provide third parties (such as funders) with general information about our service users and referral partners, but this information is kept anonymous.

If we merge with another organisation or charity to form a new entity, information may be transferred to the new entity. We may disclose aggregate statistics about our site visitors, supporters and referrals to describe our services and operations to prospective partners, advertisers and other reputable third parties and for other lawful purposes, but these statistics will not include any personally identifying information.

If we run an event in partnership with other named organisations, your details may need to be shared. We will be very clear what will happen to your data.

We will never sell or rent your personal information to other organisations.

How Long

We will keep your personal information only for as long as we consider it necessary to carry out the purposes we collected it for, in order to meet any legal obligations, accounting and tax and contractual considerations, as well as providing our services and running the organisation, and for a period of 6 months from the date of our last interaction to deal with any queries or complaints.

Any third parties that we engage will keep your data stored on their systems for as long as is necessary to provide the relevant services to you or us. If we end our relationship with any third party providers, we will make sure that they securely delete or return your personal data to us.

We may retain personal data about you for statistical purposes. In these instances it will be kept anonymous meaning that you will not be identifiable from the data.

If you have any further questions about how long we keep your data, please contact us at info@baby necessities.co.uk

Where it is stored

We use a cloud based system (Google) to process data. This company's privacy policy can be found here: <https://storage.googleapis.com/gfw-touched-accounts-pdfs/google-cloud-security-and-compliance-whitepaper.pdf>

Our website is powered by GoDaddy. Their privacy policy can be accessed here: <https://uk.godaddy.com/agreements/privacy>

We take reasonable steps to ensure your data is stored and processed in accordance with these regulations. By submitting your personal data you agree to the storing and processing of your information.

Security

We ensure that access to personal data is restricted only to those employees and volunteers whose roles require such access and that suitable training is provided for these employees and volunteers.

We use an external company to process personal data on our behalf; Google. When we use this company we remain responsible for the storing and processing of the personal data you give us.

Cookies

We use 'cookies' – small pieces of information stored on your computer or mobile device – when you visit our website to collect information and identify you to optimise your user experience.

These small text files are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information and provide anonymised tracking data to third party applications like Google Analytics.

As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser.

We suggest consulting the Help section of your browser or taking a look at the [About Cookies website](#) which offers guidance for all modern browsers.

Your Rights

You have the right to be informed about how we process your personal data, the right to access your data, the right to have your personal data held by us rectified if it is inaccurate or incomplete.

You may have the right to ask us to erase your personal data, to ask us to restrict our processing or to object to our processing of your personal data. You can make these requests at any time by e-mailing us at info@baby necessities.co.uk

For more information about your rights under data protection legislation or if you are not satisfied with our response to any data protection issues you raise with us, you can visit the website of and make a complaint to the Information Commissioner's Office.

Baby Necessities Southampton is the Data Controller for Baby Necessities Southampton and the Operations Manager and Business Manager have responsibility for data protection within the organisation. You can contact us by:

Email: info@baby necessities.co.uk

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