

NEW HORIZON YOUTH CENTRE – FUNDER PRIVACY NOTICE

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New Horizon Youth Centre (“We”) are committed to protecting and respecting your privacy. This policy sets out the basis on which any data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 2018 (the Act), the data controller is the New Horizon Youth Centre and the Data Protection Officer is Meghan Roach (meghan.roach@nhyouthcentre.org.uk).

We manage data in a clear and transparent manner ensuring that all stakeholders can see what is collected, how information is stored and how NHYC meets its data protection obligations.

DATA SUBJECT RIGHTS

As a funder of NHYC, you are considered to be the Data Subject and as such you have a right to:

- be informed about the personal data that we hold on you;
- be told the identity of the data controller and what their data is processed for;
- access your personal data;
- rectify your personal data;
- request that personal data that is no longer necessary in relation to the purpose for which it was originally processed is deleted;
- withdraw consent that you have previously given for us to process your personal data;
- ask us to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the NHYC’s legitimate grounds for processing data;
- restrict how we process your personal data;
- expect data portability (i.e. that we store it in a manner and format that ensures that you can move, copy or transfer your data easily from one IT environment to another in a safe and secure way, without restricting its usability; and
- to object to:
 - the processing of your data
 - direct marketing (including profiling); and
 - processing for purposes of scientific/historical research and statistics

To exercise any of these rights, please contact the Data Protection Officer.

If you believe that the NHYC has not complied with your data protection rights, please raise this in the first instance with the Data Protection Officer. Should you not be

satisfied with the internal response to a complaint you can also complain to the Information Commissioner.

WHAT INFORMATION DOES THE NEW HORIZON YOUTH CENTRE COLLECT?

We collect and process the following information about you:

- Name, address, telephone number, mobile number, email addresses.
- Contact preferences (how we should contact you in the future).
- Gift Aid status.
- Records of your correspondence and engagement with us.
- Images, photographs or video if you take part in an event with us, provided that you have given your consent.
- Survey responses.
- Employer details and National Insurance number if you are a payroll donor.
- Details of your relationship to other supporters of NHYC, where appropriate.

This information may be collected via:

- Any paper forms you complete.
- Telephone conversations or face-to-face interviews.
- Digital forms completed via our website or third party websites such as JustGiving.
- Publicly available sources including Google-based searches.
- Communication via social media.

Data is stored in the following places:

- in filing cabinets which are locked;
- electronic databases, including our fundraising database, accessible to authorised staff; and
- archives within NHYC's premises.

NHYC complies with its obligations under the GDPR. Depending on why we have received your data, we use your personal data for the following purposes:

- To inform you of our work, updates or news
- To process donations
- To comply with our legal obligations policies and procedures
- To provide and personalise our services
- To deal with your enquiries and requests and responding to complaints
- To fundraise, including personalising and sharing information about the work of our charity, making financial requests and promoting our fundraising events, products and services
- To manage administrative purposes
- To undertake due diligence that protects the charity and/or supporter from risk or harm

CONSENT

We actively ask for your consent to use your data for any marketing purposes and make it easy for you to tell us how to communicate in a way that suits you.

Our communications have clear marketing preference questions and we include information on how to opt out when you receive marketing materials from us. If you do share contact information via an online form or questionnaire, there will be a checkbox

to allow you to choose whether NHYC can contact you in future e.g. via a newsletter or for fundraising activities.

To opt out of any forms of communication from us please email us at info@nhyouthcentre.org.uk Alternatively, you may call us on 0207 388 5560 or write to us at New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR.

ACCESS TO YOUR DATA

The information that we collect from you as outlined above will be retained and viewed internally by staff where it is necessary for the performance of their roles and responsibilities.

We may analyse the details you have provided to us along with further information about you that we have obtained from public and/or private sources. In some instances, we may make use of additional factors such as demographic information and measures of wealth.

We do this to help us understand why people are motivated to support NHYC and to help us create a fuller and better picture of our supporters. This enables us to communicate with our supporters more effectively and to reach out to individuals who may wish to give additional support with a further monetary gift or to volunteer their time/services to support the young people we work with.

DATA PROTECTION

We consider data security to be a high priority and have the following internal policies and controls in place to ensure your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties:

- New Horizon Youth Centre's Data Protection Policy;
- I.T. Policy;
- Complaints Protocol;
- Staff Induction Policy
- Data Retention Policy

NHYC will treat your personal data as confidential. We will never share or sell your personal data to a third-party organisation for its marketing, fundraising or campaigning purposes.

While we may collect information about the way you have used this website, we do not collect any personal data that would allow us to trace you as an individual user, unless it is specifically stated on an individual page (e.g. our donation form). We require usage information to understand how our website functions for users, and so may use the information to improve its function or design.

DATA RETENTION

We will hold your personal data for six years after your final contact with use regarding funding, after which it will be deleted. This applies only to individual support and we may hold data on charitable organisations who have funded us for longer than 6 years.