

Step Together Volunteering: Privacy Policy

Introduction

Step Together Volunteering ("we") promise to respect any personal data you share with us, or that we get from other organisations and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect.

We operate an 'opt-in only' communication policy. This means that we will only send marketing communications to those that have explicitly stated that they are happy for us to do so via their preferred channel(s) (email, phone or post).

Our marketing communications include information about our work, recent case studies and success stories. If you would like to receive such communications but have not opted in please contact us on 0117 955 9042 or admin@step-together.org.uk.

Where we collect info about you from

We collect information in the following ways:

When you give it to us DIRECTLY:

You may give us your information in order to sign up for our newsletter, make a donation, tell us your story, or communicate with us.

When you give it to us INDIRECTLY:

Your information may be shared with us by other organisations, for example referral agencies or fund raising sites like My Donate or Just Giving. These independent third parties will only do so when you have indicated your consent. You should check their Privacy Policy when you provide your information to understand fully how they will process your data.

When the information is available publicly:

This may include information found in places such as Companies House and information that has been published in articles/ newspapers.

What personal data we collect and how we use it

The type and quantity of information we collect and how we use it depends on why you are providing it.

Users of our website:

We may collect, store and use information about your computer and about your visits to and use of this website.

We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>.

The cookies we use are as follows:

Cookie	Name	Purpose
Session cookie	SESS< ... >	When required, cookies beginning with 'SESS' are used to track an individual's persistent status, such as whether they are logged in.
Google Analytics	_utma _utmb _utmc _utmz	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.
JavaScript	has_js	We use this cookie to track which browsers are capable of processing JavaScript, a scripting language which provides enhanced interactivity and visual effects.

Cookie Acceptance	cookie-agreed-en	This cookie is used to record if a user has accepted the use of cookies on this website
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Supporters

If you support us, for example make a donation, volunteer, register to fundraise, or sign up for an event, we will usually collect:

- Your name
- Your contact details
- Your date of birth
- Your bank account details.

Where it is appropriate we may also ask for:

- Why you have decided to donate to us. We will never make this question mandatory, and only want to know the answer if you are comfortable telling us.

We will mainly use your data to:

- Provide you with the services or information you asked for
- Administer your donation or support your fundraising, including processing gift aid
- Keep a record of your relationship with us
- Ensure we know how you prefer to be contacted
- Understand how we can improve our services or information.

Marketing & newsletters

With your consent, we may contact you to let you know about the progress we are making and to ask for donations or other support. We make it easy for you to tell us how you want us to communicate, in a way that suits you. Our forms have clear communication preference questions and we include information on how to opt out when we send you information. If you don't want to

hear from us, that's fine. Just let us know when you provide your data or contact us on 0117 955 9042 or admin@step-together.org.uk.

We do not use profiling or screening techniques, and we do not sell or share personal details to third parties for the purposes of marketing.

Support for our clients

We run services to support a range of people across the UK, and we collect personal data in order to provide those services. Our outreach VPM team collect sensitive personal data about your background, challenges and issues when you choose to share this information. They will use this information to answer your questions and give advice or guidance. Some of this information will also be stored on our secure case management system to help us provide a consistent service and also for quality monitoring or evaluating the services we provide.

We use some of the information provided, including gender, ethnicity and age to monitor the types of people who use our services, and to ensure that everyone who could benefit has access to our service.

Step Together Volunteering will only share your details in exceptional circumstances where legally required, for example where a child or vulnerable adult reports abuse, or someone reports serious self-harm or a serious intention of harming someone else.

We may also collect and retain your information if you send feedback about our services or make a complaint.

Sharing your story

Some of our clients choose to share their experiences with us to help us showcase their success stories. They may also take on a role as an Ambassador or Volunteer, or sit on an advisory committee. This may include them sharing sensitive information related to their background, health and family life, and also photos.

Only if we have the explicit and informed consent of the individuals, or their parent or guardian if they are under 18, will this information may be made public by us. This could be at events, in materials promoting our work and in our fundraising, or in documents such as our annual report.

How we keep your data and who has access

We ensure that there are appropriate technical controls in place to protect your personal details. For example our online forms are always encrypted and our network is protected and routinely monitored.

However, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors. We do not use any external companies to collect or process personal data on our behalf.

We may need to disclose your details if required to the police, regulatory bodies or legal advisors.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

Keeping your data up-to-date

As a small charity, we don't have the resources to cross-check your contact information with publicly available sources to keep your records up to date, so we really appreciate it if you let us know if your contact details change.

Your right to know what we know about you, make changes or ask us to stop using your data

You have a right to ask us to stop processing your personal data, and if it's not necessary for the purpose you provided it to us for (e.g. processing your donation or sending you our newsletter) we will do so. Contact us on 0117 955 9042 or admin@step-together.org.uk if you have any concerns.

You have a right to ask for a copy of the information we hold about you, although we reserve the right to charge a small fee to cover the costs involved. If there are any discrepancies in the information we provide, please let us know and we will correct them.

If you want to access your information, send a description of the information you want to see and proof of your identity by post to Step Together Volunteering, St Brandon's House, 29 Great George Street BS1 5QT. We do not accept these requests by email so we can ensure that we only provide personal data to the right person.

If you have any questions please send these to admin@step-together.org.uk, and for further information see the Information Commissioner's guidance.

Changes to this Policy

We may change this Privacy Policy from time to time. If we make any significant changes in the way we treat your personal information we will make this clear by contacting you directly, or by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

If you have any questions, comments or suggestions, please let us know by contacting our Head Office on 0117 955 9042 or admin@step-together.org.uk.

Third party websites

The website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.