

# The **Paddington** Partnership

## **The Paddington Partnership Privacy Policy**

This privacy policy applies solely to information collected by The Paddington Partnership. The Paddington Partnership promises to respect the personal data you share with us and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect. This privacy policy explains how we collect and process the personal data you provide us with.

### **How we collect information about you**

The Paddington Partnership collect personal data in a number of ways:

#### **1. When you sign up to the newsletter**

When you sign up to receive our electronic newsletter we collect the personal information (name, email address and business or organisation) required to distribute the newsletter.

Please note that The Paddington Partnership uses Mailchimp as our marketing automation platform and so the personal information you provide will be transferred to Mailchimp for processing in accordance with their Privacy Policy and Terms.

#### **2. When you enquire about or participate in a volunteering activity**

If you contact us to enquire about a volunteering role or team challenge event or participate in a volunteering activity through The Paddington Partnership, personal data will be collected.

If you make an enquiry we will keep a record of your name and contact details and types of volunteering you are interested in, so that we can notify you in the future if similar roles become available. The lawful reason for doing this is legitimate interest. If you do not wish to receive follow up information about volunteering opportunities, you can ask for your personal data to be removed at any time by contacting us (our contact details can be found at the end of this Privacy Policy).

If you participate in a voluntary activity we will keep a register of volunteer names and contact details to keep you safe whilst participating in a voluntary activity (for fire evacuation purposes etc). We will ask for your consent when you volunteer to take photographs and only photograph you if you have given specific permission. We will notify you in advance if we need to share your contact details with the charitable organisation you are volunteering for and will be very clear when you register for a voluntary activity what will happen to your data.

We will keep a record of your participation in volunteering so that we can report your involvement to your employer as part of our annual reporting on the impact of the community programme. The lawful reason for doing this is performance of contract. We will record details of the organisation you supported and the nature of the voluntary activity undertaken. This helps us to understand which opportunities may be of interest to you in the future.

If you make an enquiry about volunteering or participate in a voluntary activity you will be invited to sign up to the community newsletter (if you are not already a subscriber), so that we can keep you

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up to date with details of volunteering opportunities in the Paddington community. There is no obligation for you to sign up to receive the newsletter.

As a matter of course we do not collect or store sensitive data (e.g. allergies and medical information), however there are some situations where this will occur, including:

- If you are participating in a volunteering event and have declared a medical condition in advance;
- If the nature of the volunteering you are participating in requires that this information is known – e.g. if you are working in a kitchen environment we would need to know if you had any food allergies;
- If an accident or incident occurs at a volunteering event.

If we are going to collect this data we will communicate with you about the reasons for storing the data and how we will store it to ensure your privacy is maintained and gain your consent and permission to do this.

The Paddington Partnership does not undertake DBS (safeguarding) checks on behalf of organisations it sends volunteers to and does not have access to the personal data you provide on these forms. The schools and charities we work with that require volunteers to complete DBS checks all have their own privacy policies and measures in place to keep your personal information safe.

### **3. If you are a charitable organisation or school promoting a volunteering activity**

If you are an organisation looking to promote a volunteering role via The Paddington Partnership, we will collect your contact details so that we can keep in touch with you about potential volunteers. You will be invited to sign up to the community newsletter (if you are not already a subscriber) so that we can keep you up to date with information about the Paddington Community Programme.

### **4. When you use our website**

Like many websites, The Paddington Partnership website uses ‘cookies’ to help us make our website – and the way you use them – better. Cookies mean that a website will remember you. They’re small text files that sites transfer to your computer (or phone or tablet). They make interacting with a website faster and easier – for example by automatically filling your name and address in text fields.

In addition, the type of device you’re using to access our websites or apps and the settings on that device may provide us with information about your device, including what type of device it is, what specific device you have, what operating system you’re using, what your device settings are, and why a crash has happened. Your device manufacturer or operating system provider will have more details about what information your device makes available to us. We use Google Analytics to track visits to our website (e.g. which pages are visited the most), but this is not linked with personal information collected in Mailchimp.

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites, and such sites are not governed by this Privacy Policy.

The lawful bases for processing the data you provide us with are consent, performance of contract and legitimate interest.

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## **What we do with the information you provide**

We will use the data we collect to undertake the following actions:

### **Day to day operations**

- Send you the monthly company or community e-newsletter;
- Email you directly about opportunities or events which we believe may be of interest based on our previous communication with you. For example, if you have previously told us you enjoy gardening and we are urgently looking for a volunteer to help with a gardening project or if you are a charity and we hear of an exciting fundraising opportunity we believe may be of interest to you;
- If you are new to working with the Partnership or your company has not previously subscribed before, we may email you separately to welcome you and offer our volunteering services.

### **Reporting**

- We will produce impact reports and case studies using the photographs, quotes and data contained in feedback surveys following your volunteering. If we have the explicit and informed consent from all parties represented in the case study, this information may be made public by us at events, in materials promoting our work (including on our website) or in documents such as an The Paddington Partnership annual impact report.

## **How we look after your personal information and keep it safe**

The Paddington Partnership has measures in place to protect information you provide us with.

Only employees who need information to perform a specific job (e.g. distributing the newsletter) have access to your personal information. Our staff receive training and support on how to keep online and paper-based records safe from cyber-attack, misplacement, loss or breach both in and out of our office premises.

The computers and servers on which your personal information is stored are password protected with firewall controls and kept in a secure environment.

Any personal information stored on paper is locked away when not in use and disposed after use securely using document shredders or confidential waste.

Any personal information you send to us in writing or by email may be insecure during transit and The Paddington Partnership cannot guarantee its delivery.

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.

## **How long will we keep your information?**

We only hold your information for as long as is necessary for the purpose we are holding it and regularly review the information we hold and delete what is no longer required.

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- We will review our mailing list subscribers every two years; however you can unsubscribe at any time by clicking the unsubscribe link in every newsletter or emailing [volunteer@thisispaddington.com](mailto:volunteer@thisispaddington.com)
- We hold records relating to volunteering activity for five years to enable us to track the impact and reach of the Community Programme over time.
- We hold details about volunteering opportunities received from charitable organisations and schools for 6 months and will contact you at this time to review if the opportunity is still available.

## **How to access the information we store about you**

You may opt out of receiving communications from us at any time. To opt out of receiving the newsletter, please follow the unsubscribe link at the bottom of any newsletter or email [volunteer@thisispaddington.com](mailto:volunteer@thisispaddington.com). Please note that removing your contact details from the newsletter will not remove details we may hold about you on our databases or email records. Please contact us separately on the email address above or in writing to the address at the end of this Privacy Policy to:

- See what data we hold about you
- Update or correct any data we hold about you
- Request for the data we hold on you to be deleted
- Express any concerns you have about our use of your data

The Paddington Partnership may require a copy of appropriate evidence such as a passport, driving licence, recent bank statement or utility bill prior to responding to a subject access request, in order to verify your identity. The Paddington Partnership will respond to all requests related to your personal information within 1 month of receipt.

## **Updates to this Privacy Policy**

This Privacy Policy will be reviewed from time to time and any updates made to The Paddington Partnership Privacy Policy will be shown on this page. If we make any significant changes in the way we treat your personal information we will make this clear on our website and in the newsletters and may contact you directly.

## **Our contact details**

The Paddington Partnership is registered in England under company number 4193693.

The registered office is The Paddington Partnership, 7 Praed Street, London W2 1NJ.

If you have any concerns or questions about this Privacy Policy, please contact us by calling the main office on 020 3145 1200 or by emailing [volunteer@thisispaddington.com](mailto:volunteer@thisispaddington.com)

*Last updated 17 May 2018*