

PRIVACY NOTICE

Information that we collect

Faithful Neighbours respects and is committed to protecting the privacy of all who give us their contact details or who visit our website and social media.

Faithful Neighbours only collects your information with your prior knowledge and it is only used for the purposes requested or any other usage that has been agreed by yourself.

How we collect information about you

We may collect information about you whenever you interact with us. For example when you register for events, sign up for a newsletter, access our research, apply for a job or volunteering opportunity, download resources or otherwise give us any other personal information.

From time to time we may contact you via email or post and ask your particular areas of interest in our work. This enables us to send information that is relevant to you through our newsletters, campaigns, latest projects. To this end, we store your name and email securely on our database.

We clearly provide you with an easy way to tell us that you do not want to hear from us again via email, just contact us on GDPR@faithfulneighbours.org.uk . If we do not hear from you we will assume that you are happy to receive information on our services, resources and activities.

What Information we collect

When you interact with us, you may give us addresses, email addresses, telephone numbers and, where appropriate information on gender and religious/ethnic background. You will give this information by filling in forms, including Near Neighbours applications, event attendance sheets and grant monitoring reports.

How we use your information

We will use your information to :

- Give you information and services requested
- Keep you in touch with our work by sending you updates, fund raising and marketing communications by email
- Send you administration information about our charitable aims by email
- Comply with financial regulations and the law

To do some of this, we may need to share your information with other companies for analysis or processing. We choose these companies carefully so that we know your information will always be safe with them. We will not swap or sell your data to any third party for marketing purposes.

You can opt out of receiving emails or telephone calls at any time – just contact us on GDPR@faithfulneighbours.org.uk or tel : 0113 3530230

Please note that if you opt out of receiving specific communications then opt in again in the future, the most recent request/preference will supersede.

Your Consent

By giving us your personal information, you consent to us collecting and using that information in the ways we describe in this privacy notice.

How we protect your personal information

We take appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date, and that we only keep it as long as is reasonable and necessary.

Although we use appropriate security measures once we have received your personal information, the transmission of information over the internet is never completely secure. We do our best to protect personal information but we cannot guarantee the security of information transmitted electronically, so any transmission is at the user's own risk.

How to change the personal information we hold about you

If you want to update the information we hold for you, or you think any information we have about you is incorrect or incomplete, please get in touch as soon as possible.

You can call, e-mail or write to us on GDPR@faithfulneighbours.org.uk or tel: 0113 3530230

Your rights

You have the right to request information on the details we hold about you. For a copy, please send a letter requesting the information plus a cheque for £10 which will cover our administrative costs. You should include proof of identity in your letter, e.g. a copy of your driving licence or passport.

You can write to us at Faithful Neighbours, Church House, 17-19 York Place, Leeds, LS1 2EX

Supporter Care

Our privacy notice may change from time to time, so please check this page occasionally to see if we have included any updates or changes and that you are happy with them.

Data Controller and Representative

Faithful Neighbours is the Data Controller for personal data you provide to us.

We only collect personal data about you which includes Name, Address, e-mail addresses and phone numbers, plus (in the case of Near Neighbours) data on ethnic and religious background.

On the winding up of FN in summer 2018 the representative for queries will pass to the successor organisation Wellsprings Together, and their nominated officer.

What We Would Also Like to Do With It

We would like to use your name and email address to inform you of our future offers and services.

This information is not shared with third parties and you can unsubscribe at any time via phone, email or our website.

Storage of Data

All personal data is stored securely and confidentially whether on hard copy (in locked filing cabinets within secure offices) or on digital systems (via password protection on employee laptops and mobile phones).

Data records will be stored in line with funders requirements (for Near Neighbours) and for up to 6 years for other purposes.