

Darlington Town Mission

Privacy Notice

What is this notice about?

Darlington Town Mission (DTM) is committed to protecting your privacy. This statement explains when, how and why we collect information about you, how we use it, the circumstances in which we may disclose it to others and the way we work to keep your information safe and secure.

Who are we, how you can contact us and other useful contacts

Darlington Town Mission is a registered charity (no 235572) which aims to reduce isolation and provide companionship to elderly people in Darlington.

Darlington Town Mission is registered with the Information Commissioners Office with the registration reference Z9102124.

You can raise any queries about this statement by contacting our Chair of Trustees or Deputy Chair at dmission@btconnect.com or in writing to the address below:

Our address is
C/o 2 Davison Road
Darlington
DL1 3DR

You can find further information on data protection and privacy by following the links below:
ico.org.uk
gov.uk

What information do we collect about you?

The information we collect will vary depending on reason for our interaction with you but may include your name, postal address, phone number, email address, date of birth, your emergency contact, bank details, your IP address (the location of your computer on the internet), pages accessed on our website, information about your interests and hobbies (by way of a non-exhaustive list) and any other information that is reasonably necessary.

Where we collect special categories of personal data such as medical details, mobility needs, race or ethnic origin or religion we will ask you for your specific consent unless we are lawfully permitted to process the data due to legal or regulatory obligations

Why we collect information about you

We collect information so that we may:

- provide you with the service(s) you have requested
- keep you informed of what we are doing
- ask you to assist us in fundraising activities or process a donation to us
- comply with our administrative duties, financial regulations and the law
- claim Gift Aid on your donations

How do we collect information about you?

We collect and store information about you whenever you interact with us including for example when you register with us to receive any of our services, when you apply to work for or volunteer with us, when you make a donation to us or leave us a legacy or otherwise give us any other personal information.

We may also receive information about you from third parties for a specific purpose, for example when you are referred to us by other outside agencies.

How do we use your information?

We may use your information to:

- fulfil your request to receive a service from us or to provide you with any requested information
- process and verify any financial transactions arising from donations to us
- to claim Gift Aid on your donations
- record and process any interaction we have with you
- process any job or volunteering role application
- communicate with you about our services and our mission
- comply with our administrative duties, financial regulations and the law
- carry out research to improve and promote Darlington Town Mission

We fully understand and accept the fact that when you provide us your information you expect us to keep it safely and may not want us to share it with other organisations.

We will never sell or rent your information

We will treat your information as confidential and only share it with, for example:

- your family, next of kin, friends or associates who act on your behalf
- our volunteers and/or employees who provide you with a service
- medical professionals in the event of a medical emergency or if you are unwell
- the Police, courts or any other regulatory authority

In some cases, your information may be shared with us by another organisation, for example fundraising sites such as Local Giving. These independent third parties will only do so when you have given your consent.

How we look after your information

We take the security of your information seriously and are bound by law to ensure your information is kept safely. We will use all reasonable efforts to do this. In the unlikely event that our processes do not meet our high standards we will tell you immediately.

When we collect information, we will only collect what we need and keep it to a minimum. We will adhere to our internal policies and will abide by laws and the recommendations of regulatory bodies such as the Information Commissioners Office and the Charity Commission. See the links above.

We will take appropriate physical, electronic and managerial measures to ensure that we keep your information secure and we will only keep it as long as is reasonable and necessary. Information kept on our computer systems and technical devices are encrypted with passwords to prevent unauthorised access.

Using our website

If you visit our website and provide information about yourself, perhaps to make a donation or request a service from us, we will treat that information in accordance with this statement.

Job applications and volunteering opportunities

If you apply for a job or volunteering opportunity with us we will collect information to assess your suitability for the role. We will only use the information you give us to process your application and to monitor recruitment statistics and undertake relevant checks.

Darlington Town Mission will put together a file about your employment or volunteering role which will be kept secure, used only for matters that apply directly to your role with us and kept after your role with us has ended in accordance with our record retention policy. You can contact us to find out more about this.

Your rights and choices

Current legislation gives you the right to see all the personal information we hold on you, the right to have it amended and the right to stop us causing you damage or distress (we hope we never do).

If you want to see the information we hold on you then you can send a request to the Chair or Deputy Chair of Trustees at the address above. We may charge you a £10 fee for this service and will deal with every request promptly and independently.

We will send updates about the charity to service users, volunteers and employees to keep them informed of the work that we do. You have a choice about whether you receive information from us. If you do not want to receive direct marketing communications from us about the work that we do and our services and activities then you can select your choices by ticking the relevant boxes in the form we use to collect your information. You can always change your preferences at any time by contacting us at:

dtmission@btinternet.com or the postal address above.

Statement Review

We will keep this statement under regular review.