



# Creative, empowering skills socials for better mental health

## Privacy Policy

Legislation about data protection or General Data Protection Regulation applies to all organisations. This privacy statement is written to reassure all those involved with Make, Do and Mend about our commitment to respecting the personal information that we hold. It applies to:

- members, supporters and volunteers
- representatives from another local charity, social enterprise or organisation
- people we have provided with goods or services
- people who have provided us with goods or services
- people who have had a past relationship with us, e.g. as an employee:
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We also value being able to keep in touch and share news and updates. Consequently, if you have any concerns or worries, please do not hesitate to contact us.

### **Our pledge:**

We will endeavour to always look after any personal information that you share with us, so that everyone who is involved with Make, Do and Mend, in whatever capacity, can be confident that:

- we only use personal information that we need to and that is required
- we will occasionally advise you of our work and activities, via e-mail but only if you have given us your permission
- we will never share your information to external organisations for marketing purposes
- we take all reasonable care to safeguard your personal information through stringent security procedures.

### **What information do we hold?**

The personal information we collect could include your:

- Name
- Email address, postal address & telephone number
- Additional information provided through correspondence
- We also collect health information for members who use our services, in accordance with Article 9, Paragraph 2 (h) of the General Data Protection Regulations.



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## What do we do with the information?

We may use your personal information to:

- update you with important messages concerning day-to-day activities at Make, Do and Mend and to send you our calendar
- maintain our records
- provide you with information about future plans, including changes to services to fulfil our reporting requirements to our funders
- we may also on rare occasions, be legally required to disclose your information.

## Who can see your personal information?

- The personal information we hold about people who use our services will be used by employees and volunteers who provide support.
- The information may also occasionally be seen by regulatory authorities in instances where Safeguarding procedures apply.

## How do we store your information?

- All personal information is securely stored electronically on our database, with paper copies in locked filing cabinets with restricted access.
- We only hold information for the minimum amount of time required.
- We regularly delete information that is no longer needed and/or after six years.

## How to update or access your personal information

You are entitled to contact us to ask for your personal information to be:

- updated
- amended
- corrected if believed to be inaccurate
- deleted

Adopted April 2018

### Review

Next review date: 22 August 2023

Reviewed by: Hilary Day

Date: 22 August 2023