

**DATED**

**2018**

**SOUTH YORKSHIRE CHAPLAINCY AND LISTENING SERVICE**

**PRIVACY POLICY AND PRIVACY NOTICE RELATING TO INDIVIDUALS**

## INDEX

Page no:

1.	WHO WE ARE.....	2
2.	THE PERSONAL INFORMATION WE COLLECT AND USE.....	2
3.	HOW WE USE YOUR PERSONAL INFORMATION.....	3
4.	WHO WE SHARE YOUR PERSONAL INFORMATION WITH.....	3
5.	WHETHER INFORMATION HAS TO BE PROVIDED BY YOU, AND IF SO WHY.....	3
6.	HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT.....	3
7.	REASONS WE CAN COLLECT AND USE YOUR PERSONAL INFORMATION.....	4
8.	TRANSFER OF YOUR INFORMATION OUT OF THE EEA.....	4
9.	YOUR RIGHTS.....	4
10.	KEEPING YOUR PERSONAL INFORMATION SECURE.....	5
11.	HOW TO COMPLAIN.....	5
12.	CHANGES TO THIS PRIVACY NOTICE.....	5
13.	HOW TO CONTACT US.....	6
14.	DO YOU NEED EXTRA HELP?.....	6

## **SOUTH YORKSHIRE CHAPLAINCY AND LISTENING SERVICE**

### **PRIVACY NOTICE RELATING TO INDIVIDUALS WITH WHOM WE CONTRACT OR WITH WHOM WE ENTER INTO NEGOTIATIONS OR OTHER ARRANGEMENTS.**

This privacy notice contains our privacy policy as applicable to the individuals and arrangements referred to above.

We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

#### **1. WHO WE ARE**

We are **SOUTH YORKSHIRE CHAPLAINCY AND LISTENING SERVICE**, an incorporated charitable organisation registered with the Charity Commission under number 1174021-0.

We collect, use and are responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

#### **2. THE PERSONAL INFORMATION WE COLLECT AND USE**

##### **2.1 Information collected by us**

In the course of our charitable activities and the provision of our services, we collect the following personal information when you provide it to us:

2.1.1 Name;

2.1.2 Address;

2.1.3 Email Address;

2.1.4 Telephone Number; and

2.1.5 (if you are a member of an organisation) the position you hold in that organisation and any qualifications which you hold.

##### **2.2 Information collected from other sources**

We do not obtain personal information about you from other sources.

##### **2.3 Sensitive Personal Information**

Under the [General Data Protection Regulation](#) and other relevant data protection law, it is recognised that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs. If you

provide us with Sensitive Personal Information, by telephone, email or by other means, we will

2.3.1 treat that information with extra care and confidentiality and always in accordance with this Privacy Policy;

2.3.2 only use this information for the purposes of dealing with your enquiry, training, and quality monitoring or evaluating the services we provide.

### **3. HOW WE USE YOUR PERSONAL INFORMATION**

3.1 We use (or may use) your personal information to:

3.1.1 To carry out our obligations arising in connection with any contracts entered into between you and us, or between you or us and a third-party supplier;

3.1.2 To communicate with you regarding your contract or other arrangement or enquiry with us;

3.1.3 To notify you about changes to our service;

3.1.4 For improving the quality of our service and the services offered by us.

3.1.5 For internal research/analysis;

3.1.6 For resolving complaints and dealing with disputes;

3.1.7 For preventing and detecting fraudulent or criminal activity;

3.1.8 For debt collection or credit vetting.

### **4. WHO WE SHARE YOUR PERSONAL INFORMATION WITH**

4.1 We will share personal information with law enforcement or other authorities if required by applicable law.

4.2 We will not share your personal information with any other third party without your express authority and consent.

### **5. WHETHER INFORMATION HAS TO BE PROVIDED BY YOU, AND IF SO WHY**

We will inform you at the point of collecting information from you, if you are required to provide any personal information to us, but otherwise we will only collect personal information which you willingly provide to us.

### **6. HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT**

6.1 We will hold any personal information for the period during which we are providing services to you or negotiating to provide services to you or during which we have entered into any arrangements with you and for a period of 6 years after the provision of the services or arrangements has ceased or our negotiations for the provision of services has ceased.

6.2 We will retain your personal information for a period longer than that set out in paragraph 6.1 if you expressly consent to us doing so, either now or in the future.

## 7. REASONS WE CAN COLLECT AND USE YOUR PERSONAL INFORMATION

7.1 We rely on:

7.1.1 the agreement or prospective agreement between us for the provision of services to or by you; or

7.1.2 Your expression of interest in our services; or

7.1.3 Your written consent

as the lawful basis on which we collect and use your personal data.

7.2 In addition, our legitimate interests are that we need your personal information to enable us to carry out any contract or arrangement between us or to deal with any enquiries which you raise with us.

## 8. TRANSFER OF YOUR INFORMATION OUT OF THE EEA

8.1 Your personal information will not be transferred outside the European Economic Area ("**EEA**") except that where we send you an email it is likely to be sent on an email account controlled by Google ("**Gmail Account**").

8.2 Google have confirmed on its website that it has entered into a privacy shield agreement with the EU in relation to any data which it processes as part of the operation of a Gmail Account and therefore, if any such information is transferred out of the EEA, it will be protected by such agreement.

## 9. YOUR RIGHTS

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

9.1 fair processing of information and transparency over how we use your personal information;

9.2 access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address;

9.3 require us to correct any mistakes in your information which we hold;

9.4 require the erasure of personal information concerning you in certain situations;

9.5 receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;

9.6 object at any time to processing of personal information concerning you for direct marketing;

- 9.7 object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
- 9.8 object in certain other situations to our continued processing of your personal information;
- 9.9 otherwise restrict our processing of your personal information in certain circumstances;

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to us, or Linda Gascoyne, our Data Protection Officer;
- let us have enough information to identify you;
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates

## 10. **KEEPING YOUR PERSONAL INFORMATION SECURE**

- 10.1 We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.
- 10.2 We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

## 11. **HOW TO COMPLAIN**

- 11.1 We hope that [we can resolve any query or concern you raise about our use of your information.
- 11.2 The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113;

## 12. **CHANGES TO THIS PRIVACY NOTICE**

- 12.1 This privacy notice was published on 13 December 2018 and last updated on that date.
- 12.2 We may change this privacy notice from time to time. When we do so, we will inform you.

13. **HOW TO CONTACT US**

13.1 Please contact us, if you have any questions about this privacy notice or the information we hold about you.

13.2 If you wish to contact us, please send an email to [linda@sycls.co.uk](mailto:linda@sycls.co.uk), write to us at SYCLS, Alpha House, 10 Carver Street Sheffield or call us on 07896 823749.

14. **DO YOU NEED EXTRA HELP?**

If you would like this notice in another format (for example: audio, large print, braille) please contact us (see 'How to contact us' above).