

# Rebuild East Midlands Privacy Notice



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## **1 Introduction**

- 1.1 Rebuild East Midlands ('Rebuild') is committed to protecting the privacy of all personal information it holds and processes. This Privacy Notice explains what personal identifiable information we collect about you, how we use it, who we share it with and how we keep it safe and secure. It also tells you about your privacy rights and how to get in touch if you need to.
- 1.2 It applies to the personal identifiable information we already hold about you and any further personal identifiable information we might collect about you, either from you or from a third party. How we use your personal identifiable information will depend on the services we provide to you.
- 1.3 This Privacy Notice is a public document available when Rebuild obtains and uses your personal identifiable information. It explains how we and appointed third party organisations/people use your personal identifiable information and it details your rights. We obtain your personal identifiable information in order to conduct our normal business operations.
- 1.4 Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the law to the processing and protection of your personal identifiable information. If you have any questions about how we use your personal identifiable information our DPO can be reached by email at [info@rebuildproject.org](mailto:info@rebuildproject.org) or by writing to the Rebuild CEO, Rebuild East Midlands, .
- 1.5 For more information about your rights and how our DPO can help you, please refer to the following sections of this Privacy Notice:
  - Section 11 – What are your rights under data protection laws?
  - Section 12 – Requesting access to your personal data
  - Section 15 - Who do I contact about data protection queries?
- 1.6 This Privacy Notice provides up to date information about how we use your personal identifiable information and replaces any previous information we have published/supplied. If we make any significant changes affecting how we use your personal identifiable information, we will make changes to this Privacy Notice and we will let you know about these changes.

## **2 Who is responsible for your data?**

- 2.1 Our Privacy Notice applies to all personal information that Rebuild East Midlands collects and processes. References in this Privacy Notice to 'Rebuild', 'we', 'us' or 'our' mean Rebuild East Midlands of Rebuild project, PO Box 8424, Derby, DE1 9GH.
- 2.2 We are a 'Data Controller' of your personal data - this means we are responsible for how we collect and use your information.
- 2.3 Rebuild is a registered charitable incorporated organisation (CIO) 1182059 in England and is regulated by the Charities Commission.

### 3 What types of personal information do we process about you?

- 3.1 When we use the term ‘personal data’ in our Privacy Notice, we mean information that relates to you and allows us to identify you. This can either be directly or when combined with other information that we hold on you. For example, we may hold your name, address, contact details, information relating to your enquiry or records of your contact with us.
- 3.2 We will need to collect certain elements of personal data from you, for example if you make an enquiry and need us to contact you. We constantly review the information we are collecting to ensure it is adequate, relevant and necessary for the purpose(s) we need it for
- 3.3 We may collect and use the following categories of data about you:

Personal data collected:	When we collect it:
Name, address, contact details (telephone number, email address), taxpayer status (for Gift Aid).	When you make a donation to our charity or request to be kept up to date on news and events.
Name, address, contact details (telephone number, email address).	If you are a funder or potential funder.
Name, address, contact details, NRM number, health history, legal status, ethnicity	When you are referred to us through an external organisation for the purpose of receiving support from us.
Name, unique identification number, medical information (wellbeing, emotional and mental health scores)	When we develop a support plan for you.
Name, address, date of birth, contact details, career history, education and qualifications, health information, criminal convictions relevant to the role (to fulfil our legal obligations under relevant legislation including the Safeguarding Vulnerable Groups Act 2006)	When you apply for a job with us as a volunteer.
Name, address, date of birth, contact details, career history, education and qualifications, NI number, proof of address, address history	If you apply to be one of our trustees
Name, address, date of birth, contact details, career history, education and qualifications, health information, proof of right to work in the UK, criminal convictions relevant to the role (to fulfil our legal obligations under relevant legislation including the Safeguarding Vulnerable Groups Act 2006)	When you apply for a job with us as a paid member of staff.

Name, address, contact details, bank details	When we purchase services from you and we need to pay your invoice
Name, address, contact details, Photo ID, Proof of address, passport number, address history, NI number Relevant criminal conviction history shared in line with DBS policy	When you complete a DBS check.
Name, contact details.	When we work with external companies and need to contact you.
Name, address, contact details, bank details, NI number.	When you work for us as a paid member of staff.
Name, address, date of birth, contact details, career history, education and qualifications, health information, copy of University DBS certificate.	When you are a student doing a placement with us.

### 3.4 Special Category Data

3.4.1 When we collect personal data about you, we may ask for information which is considered sensitive or classed as 'special category data' under data protection laws. This includes information relating to your racial or ethnic origin, physical or mental health, political opinions, religious or philosophical beliefs, your sex life or sexual orientation. Special category data also includes the processing of genetic data or biometric data for the purpose of uniquely identifying a natural person.

3.4.2 We will only collect this type of data if you have given us explicit consent, or we have a legal basis for doing so.

3.4.3 There may be occasions where inadvertently we identify special category data about you. For example, your racial or ethnic origin, physical or mental health, political opinions, religious or philosophical beliefs, your sex life or sexual orientation may be evident from:

- Face to face meetings; or
- Statements you provide to us.

3.4.4 Rebuild acknowledges that we need to take extra care of any special category data we hold about you, so we will make sure it is adequately protected and secured in line with data protection requirements.

## 4 Where do we get your personal data from?

4.1 We collect personal information about you from various sources which may include:

- Directly from you;
- From third parties acting on your behalf;
- From current and/or previous employers (for staff and volunteers only).

4.2 We may collect personal information about you via our website [www.rebuildproject.org](http://www.rebuildproject.org), through online or paper forms, telephone calls, face to face meetings, email, or social media.

## 5 How and why do we use your personal data?

5.1 We only use your personal identifiable information where laws that protect your privacy rights allow us to. This will be when:

- we need to use the information to comply with our legal obligations;
- we need to use the information to perform a contract with you; and/or
- it is fair to use the personal identifiable information either in our interests or someone else's interests, where there is no disadvantage to you – this can include where it is in our interests to contact you about products or services, market to you, or collaborate with others to improve our services;
- we need to seek your consent (if consent is needed) to market to you.

5.2 Where we have your consent, you have the right to withdraw it. We will let you know how to do that at the time we gather your consent. See Section 10 'What if I don't want to provide certain information to you?' for details about how to withdraw your consent to marketing.

5.3 Certain kinds of personal information that is particularly sensitive. This is information about your health status, racial or ethnic origin, political views, religious or similar beliefs, sex life or sexual orientation, genetic or biometric identifiers, or criminal convictions or allegations. We will only use this kind of personal information where:

- we have a legal obligation to do so (for example to protect vulnerable people);
- it is necessary for us to do so to protect your vital interests;
- it is in the substantial public interest;
- it is necessary for the prevention or detection of crime;
- it is necessary for insurance purposes; or
- you have specifically given us 'affirmative' consent to use the information;
- it is in the public domain.

5.4 We may use your personal data for the following purposes:

Purposes of data use:	Specifically:	Our lawful basis for doing so:
Processing transactions	If you have decided to donate to our charity, this will enable us to process the transaction.	Performance of a contract.
Keeping you informed	To enable us to provide you with useful and important information relating to our services.	Legitimate interests.
	To enable us to share information about our services including marketing communications.	Consent.

	To notify you about changes to our terms or updates to our Privacy Notice.	Legal obligation.
Supporting you	To enable us to provide you with relevant support.	Performance of a contract.
	To enable us to deal with a safeguarding issue we may need to share certain information with external agencies e.g. the police or social services.	Legal obligation.
Managing your employment contract	To enable us to manage our contract of employment with you (including paying you) we will need to process personal information about you.	Performance of a contract.
Keeping your details up to date	To ensure we are holding up to date details for you.	Performance of a contract and legal obligation.
Trustees	To comply with charity governance and functions	Performance of a contract and legal obligation.

5.5 We may also need to use your information to assist with the delivery of audit and assurance reviews, assist us with fraud investigations and comply with other legal requirements.

## 6 How we protect your personal data

- 6.1 All personal information you provide to us is stored on our secure servers within the UK. However there may be occasions where your information may need to be stored in or sent to companies, service providers, agents, subcontractors and regulatory authorities in countries outside of the European Economic Area ('EEA') which may not have the same level of security and protection as we have under UK legislation. If we have to do this, we will make sure that suitable security measures are in place.
- 6.2 We take data security matters on our individuals' information very seriously. With this in mind we treat your data with care and take a best practice approach to protect it wherever possible.
- 6.3 We secure all of our websites using 'https' technology and we regularly monitor our systems for possible vulnerabilities, threats and attacks to ensure your data remains protected.
- 6.4 We will only keep your personal information for as long as we need it to fulfil the purposes set out in this Privacy Notice, or as required by law. This might be for as long as you have a relationship with us, or longer where we need it for legitimate reasons such as legal, tax or regulatory purposes.

## **7 Social media**

- 7.1 We work with third parties, including social network sites like Facebook, Twitter, Instagram, WhatsApp and YouTube. We use them to keep you updated on our products and services, share news stories and videos and to offer alternative ways for you to make contact with us.
- 7.2 All of these companies operate Third Party Sites. We cannot control how your data is collected, stored, used or shared by these Third Party Sites or to whom it is disclosed. Please be sure to review the privacy policies and privacy settings on your social networking sites to make sure you understand the information they are sharing. If you do not want a Third Party Site to share information about you, you must contact that site and determine whether it gives you the opportunity to opt-out of sharing such information. Rebuild Project is not responsible for how these Third Party Sites may use information collected from or about you.
- 7.3 Social media posts on the Rebuild Project website are publicly available and therefore you should not submit personal information about yourself using these channels. If you decide to use social media to contact us, you accept full responsibility for the security and use of the data provided. Any private messages sent using social media will only be stored for the duration of dealing with your enquiry and any information provided will not be used for any other purposes than customer support.

## **8 Sharing your personal data**

- 8.1 Rebuild may share the information it collects about you with other companies or third parties in the following instances:
- if we are under a duty to disclose or share your personal data in order to comply with a legal obligation;
  - if we believe disclosure is necessary to protect the rights, property, or safety of Rebuild, its individuals, employees, or others;
  - in order to undertake fraud investigations or respond to a law enforcement request.
- 8.2 We will not sell your personal data onto third parties for marketing purposes.
- 8.3 We may share your information with the following groups:
- government agencies
  - local authorities
  - police or other law enforcement agencies
  - Her Majesty's Court Service
  - social services
  - internal and external auditors
  - software and system providers
  - banks and other financial institutions
- 8.4 Specifically, the third parties we share personal data with include:
- Johnson Tidsall Accountancy
  - NEST Pension provider



- HMRC
- Derby City Council
- Derby Homes
- CAF Bank
- Home Office

## **9 Use of Google Analytics and Cookies**

- 9.1 We use Google Analytics to collect anonymous information about use of our website. Google Analytics collects information such as how often users visit this site, what pages they visit when they do so, and what other sites they used prior to coming to this site. We use the information we get from Google Analytics only to improve our website.
- 9.2 Although Google Analytics places a permanent cookie on your web browser to identify you as a unique user next time you visit our website, the cookie cannot be used by anyone but Google whose ability to use and share information collected by Google Analytics about your visits to this site is restricted by the Google Analytics Terms of Use and the Google Privacy Policy.
- 9.3 Google Analytics uses cookies to define user sessions, which allows for the collection of data about how visitors are using the websites. First Party Cookies are used which means that the cookies are linked to a specific website domain and Google Analytics will only use that cookie for statistical analysis related to your browsing behaviour on that specific website.
- 9.4 If you wish to, you can opt out by turning off cookies in the preferences settings in your web browser or you can use Google's opt out tool within Chrome.

## **10 What if you don't want to provide certain information to us?**

- 10.1 We will be unable to provide you with products or services if you do not let us have certain pieces of personal information. But we'll only ask you for what we really need.
- 10.2 In some cases providing personal information is optional, for example providing your contact details to receive marketing communications. We will make it explicitly clear if this is the case, so you can decide if you want to opt in or not. If you change your mind and decide you don't want to receive marketing communications any more, you can let us know by emailing [info@rebuildproject.org](mailto:info@rebuildproject.org)

## **11 What are your rights under data protection laws?**

- 11.1 You have eight rights relating to the use and storage of your personal identifiable information. These are:
- The right to be informed.
  - The right of access.
  - The right to rectification.
  - The right to erasure.
  - The right to restrict processing.
  - The right to data portability.
  - The right to object.
  - Rights in relation to automated decision making and profiling.



For further information as to your rights, see <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

- 11.2 In brief, you have the right to be informed who is obtaining and using your personal information, how this information will be retained, shared and secured and what lawful grounds will be used to obtain and use it. You have the right to object to how we use your personal information in certain circumstances. You also have the right to obtain a copy of the personal information we hold about you. You can find out how to do this in Section 12.
- 11.3 In addition, you can ask Rebuild to correct inaccuracies, and in some circumstances delete or restrict personal information or to provide some of your personal information to someone else. You can make a complaint if you feel we are using your information unlawfully and/or holding inaccurate, inadequate or irrelevant information which if used may have a detrimental impact on you and/or has an impact on your rights.
- 11.4 If you wish to exercise any of your rights or have a complaint on the way your personal information is handled, please contact [info@rebuildproject.org](mailto:info@rebuildproject.org) or write to the The Rebuild CEO, Rebuild East Midlands, Rebuild Project, PO Box 8424, Derby DE1 9GH
- 11.5 If you are not happy with the way we deal with any complaint relating to the way we use your personal information you can refer it to the data protection supervisory authority. In the UK, this is the Information Commissioner's Office, at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

## **12 Requesting access to your personal data**

- 12.1 You have the right to request access to the personal data we hold about you.
- 12.2 If you would like to request a copy of your personal data, you can contact us via letter, email [info@rebuildproject.org](mailto:info@rebuildproject.org), telephone or social media.

## **13 What should you do if your personal information changes?**

- 13.1 If any of your personal information changes, such as a contact number or email address, please let us know right away so we can update our records.

## **14 Updates to our Privacy Notice**

- 14.1 Our Privacy Notice will be regularly reviewed to ensure it accurately reflects how your personal information is being used. As it may change at any time in the future, we encourage you to check this Privacy Notice whenever you visit our website [www.rebuildproject.org/privacy](http://www.rebuildproject.org/privacy)

## **15 Who do I contact about data protection queries?**

- 15.1 Rebuild Project has a Voluntary Data Protection Officer (VDPO). If you have any questions, comments or concerns about this Privacy Notice or the way in which your personal data is being handled, you can email them at [info@rebuildproject.org](mailto:info@rebuildproject.org) or by writing to The Rebuild CEO, Rebuild East Midlands, Rebuild Project, PO Box 8424, Derby DE1 9GH