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| Controlled DocumentDocument Name: Privacy PolicyDocument Reference Number: Pol 2Document Version Number 1Created: 10 May 2018Approved by Directors: 19 June 2018Review Schedule Every two yearsNext review due May 2020Owner (Responsibility) Georgie Grant, DirectorPass amendments to: Office ManagerDocument Location G-drive/OC Core/HR/Policies |
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| Document DescriptionThe privacy policy sets out the companies practices and procedures on the disclosure of personal information relating to service users. This policy is there to protect the interests of our service users and to ensure that they can have trust and confidence in the company. It also protects the company, its directors, staff and volunteers and complies with data protection law. |
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| Implementation & Quality AssuranceImplementation is immediate and this Policy shall stay in force until any alterations are formally agreed.The Policy will be reviewed every two years by the Directors, sooner if legislation, best practice or other circumstances indicate this is necessary. All aspects of this Policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy please contact Kiri Carter, kiri@onioncollective.co.uk or at Onion Collective CIC, Harbour Studios, Harbour Road, Watchet, Somerset, TA23 0DZ, 01984 633496. |



Privacy Policy

on the disclosure of personal information

relating to service users

At Onion Collective CIC, we’re committed to protecting and respecting your privacy.

This Policy explains why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you’re happy with any changes.

Any questions regarding this Policy and our privacy practices should be sent by email to kiri@onioncollective.co.uk or by writing to Onion Collective CIC, Harbour Road, Harbour Studios, Watchet, Somerset, TA23 0AQ. Alternatively, you can telephone 01984 633496.

Who are Onion Collective CIC?

## Onion Collective CIC are a small Community Interest Company based in West Somerset. We believe that every community has the power to build a strong and secure future for itself. Times have changed, and it is no longer possible to rely on local authorities to ensure community sustainability.

We help communities build a plan for their hometown and we help them to deliver it. That plan includes a process of asking what is needed, defining shared community priorities and then helping to ensure success whether it is a major capital build or revenue projects. This process has proven to be transformative.

Regeneration from the roots up enables communities to feel that they are instrumental in making where they live the place they want it to be. It nurtures pride, tackles loneliness, gives a sense of purpose and belief. We work with communities to help make them the best versions of themselves.

How do we collect information from you?

We obtain information about you through various ways, eg social media, consultations, surveys, customer/membership/volunteer forms, website and emails.

What type of information is collected from you?

The personal information we collect will include your name, home address, email address, telephone number and if you are a volunteer for us any medical conditions you may have.

How is your information used?

We may use your information to:

* to contact you in regards to any work we may be contracted to do for you;
* reply to any queries you may have had at any public consultations relating to any projects we may be doing;
* if subscribed, send you a newsletter;
* invite you to join in with projects or events that you have previously expressed an interest in;
* seek your views or comments on the services we provide;
* notify you of changes to our services;
* process a job application.
* In the event of an emergency any medical information will be given to the relevant people;
* MORE NEEDED I’M SURE BUT MIND HAS GONE BLANK SO JUST LET ME KNOW

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in our GDPR policy which can be found on our website.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

**Third Party Service Providers working on our behalf:** We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service. Please be reassured that we will not release your information to third parties beyond the Onion Collective CIC network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

**Third Party Product Providers we work in association with:** We work with other third party providers to meet your needs (e.g. Bitrix, and G-drive). In some cases (Britrix), they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy.  These third party product providers will share your information with us which we will use in accordance with this Privacy Policy.

HELP WITH THIS PLEASE NOT SURE IT’S ENOUGH!!!

Your choices

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: kiri@onioncollective.co.uk or telephone on 01984 633496.

How you can access and update your information

The accuracy of your information is important. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: kiri@onioncollective.co.uk, or write to us at: Onion Collective CIC, Harbour Road, Harbour Studios, Watchet, Somerset, TA23 0AQ. Alternatively, you can telephone 01984 633496

You have the right to ask for a copy of the information Onion Collective CIC hold about you.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it’s treated securely. Any sensitive information (such as medical information) is only shared with senior staff and locked away in a filing cabinet in which only senior staff have access to.

Non-sensitive details (your email address etc.) that come to us in various ways (eg email, Facebook and consultations) will be stored on our central CRM marketing system, Bitrix this program is accessible through staff computers and phones but all devices are locked with passwords. All consent/volunteer/application/membership forms will be stored relevant in a locked filing cabinet.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website‚ so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under‚ please get your parent/guardian's permission beforehand whenever you provide us with personal information.