

TimeBank Hull and East Riding GDPR Policy



TimeBank Hull and East Riding (TimeBank) - Data and Privacy Policy

This privacy policy sets out how TimeBank uses and protects any personal information that you give us. TimeBank is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

TimeBank may change this policy. You should check from time to time to ensure that you are happy with any changes.

For the purposes of the Data Protection Act 1998, the data controller is TimeBank, Marfleet Community Centre, Rear of 22-24 Swanfield Road, Hull HU9 4PX. The information you provide will be held in accordance with the Data Protection Act and may be used by TimeBank to supply the services which you have requested.

Why are we allowed to process your information?

Data protection law allows us to process the information you provide within certain conditions. In this case we are using your consent as the lawful condition for us to do this. We also need an appropriate lawful reason to process sensitive data; however, for the purposes of this service we are not processing sensitive personal data.

What we collect

We may collect:

- name and date of birth
- contact information including email address, telephone number and postal address
- demographic information such as postcode, preferences and interests
- other information relevant to the running of TimeBank.

What we do with the information we gather

TimeBank requires this information so that we can understand your needs and provide you with a better service, and particularly for the following reasons:

- internal record keeping
- we may use the information to improve our products and services
- we will use anonymised data for statistical purposes, including, but not limited to, numbers of time bank members using the system, and how many hours have been exchanges
- we may directly contact members in extreme circumstances during the time they are part of the system, if we deem there is an emergency or there is an issue with the data retention.
- we may also contact members directly if there is a change to this policy.

Who will we share this with?

Sometimes we need to share your information with others. We will only do this when it is necessary in order to offer you this service, or if we are required to do so by law. We do not plan to share it with anyone else or use it for anything else.

Where we store your personal data

The data that we collect from you will currently be stored in the European Economic Area ("EEA"). Currently, it will be processed by members of TimeBank, the developers of the software and in rare circumstances by staff at the database hosting company. This means that it may, occasionally, be processed by staff operating outside the EEA who work for suppliers. In such cases, we rely on the vetting process of our partners. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

The software we use, Time and Talents, is run by a partner in the USA who currently stores the data in the United States, but they will be ensuring that they are registered with the Privacy Shield certification from the commencement of GDPR on the 25 May 2018.

All information you provide to us is stored on secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. For the purposes of this service we will keep this information whilst a member is a part of the scheme. If you wish to leave the scheme, you can do this at any time by contacting us.

What if something changes?

If the information you provided changes, or your circumstances change please contact us. If we need to change something like who we want to share this information with, we will contact you to let you know.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we, and our hosting company, have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites of interest. However, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites

You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

We will never sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen. You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee may be payable. If you would like a copy of the information held on you, please write to the address above. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Your rights

You may request to see a copy of the personal information we hold about you. The law also provides you with other rights regarding your information including some around; correction of inaccurate data, objection to processing, moving your information to somewhere else, and in some cases, getting your information deleted. If you are unhappy with the way your data is being handled, contact us. If you are not satisfied with any response you may receive from us based on a complaint or concern about your personal information, you then have the option of contacting the Information Commissioners Office to take that complaint further. The Information Commissioners Office does like to see that you have raised a complaint with agent first and received a response before contacting them. If you do wish to contact them, the address details can be found below:

The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

Telephone: 0303 123 1113 (local rate)

Website: www.ico.org.uk

Email: icocasework@ico.org.uk

Access to information

The Data Protection Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Contact us

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to us by email (hello@timebankhullandeastriding.co.uk) or by writing to us at the address on the contact us page on our website.