

Privacy Statement

For Supporters and Donors



In keeping with statutory data protection requirements as per UK GDPR, Network holds personal and identifiable information about supporters and donors.

The legal basis for Network holding this data is “legitimate” interest, because of the reasons given below.

What data and information do you hold?

Your name, address, telephone numbers, email address and records of correspondence. If you donate to Network, we record if you have agreed to Gift Aid, alongside the amounts donated.

What do you do with supporters’ personal data?

We use it to publicise events and to keep you up to date with Network’s news and funding requests. We also need it to maintain our accounts and records.

Where do you store personal data?

Electronic information may be held on an intranet server, in Office365, in our contacts management database and our accounting software. Access to our desktops, laptop computers and all cloud based software packages is password protected, where possible using multifactor authentication. Any paper records are stored in a locked cabinet, with the key in a secure place.

Sharing personal data

Your personal data is shared only within the staff of Network Counselling and Training. We do not share your data with anyone else.

How long do we keep personal data?

We keep personal data about supporters indefinitely, but we undertake to confirm with you that you are still happy for us to do this.

The rules about how we keep and use your information

The way we keep your information safe, and what we can do with the information, is regulated by the UK GDPR*, which states that:

- we can only hold information on you if there is a legitimate interest;
- we can only use it for the reasons for which you gave it to us;
- we cannot share it with anyone else unless there is a lawful indication to do so;
- we must work to keep the information up to date and accurate;
- we must keep your data safe and secure;
- we must destroy it when it is no longer needed.

In addition you have a legal right to ask to see what information we keep relating to you, and we must rectify it if there are errors.

*GDPR – general data protection regulations.

You have the following rights

- The right to be informed that Network holds data on you.
- The right to access a copy of your personal data which Network Counselling and Training holds.
- The right to request that Network rectifies or corrects any personal data if it is found to be inaccurate or out of date.
- The right to request that your personal data is erased. This right must be held in tension with the need to administer employment requirements, and generally this right cannot be exercised in the work place.
- The right to restrict or object to our processing information about you, especially for fundraising purposes.
- The right to lodge a complaint with the Information Commissioners Office.

Contact Details

For any queries or complaints, and to exercise your rights as listed above, please contact your Line Manager, or contact Rita Smith, the Chief Executive.

Phone number: 0117 9507271

Email: info@network.org.uk

Write to: The Chief Executive
Network Counselling and Training Ltd
Elm Park
Filton
Bristol
BS34 7PS

If you are not satisfied with our response, you can contact the Information Commissioners Office in the following ways:

Phone number: 0303 123 1113.

Email: <https://ico.org.uk/global/contact-us/email/>

Write to: The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF