

<h2 style="color: green;">Data Protection Policy</h2>		
Contact: The Cass Foundation, The Florence Institute, 377 Mill St, Liverpool L8 4RF T: 0151 558 086 info@cassfoundation.org.uk		
Last review: 20/10/17	Current review 17/07/18	Next review due: 18/07/19

The Cass Foundation

Here at the Cass foundation we are committed to protecting the privacy of your data.

We hope that our Privacy Policy will help you understand how we collect, use and store personal data. Our policy will be regularly reviewed and updated from time to time. Our website will always host the most current version. If there are significant updates, we will inform those people with whom we are in regular contact.

We aim to respect any personal data you share with us and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect.

Who we are

The Cass Foundation (CF) is a Liverpool based charity aimed at improving people's health and wellbeing by improving the quality of places in which they live, work and play. The Cass Foundation encourages communication, connection to place and more active, healthier, lives by three governing principles; to work collaboratively, to work with real people in real places and to work in an evidence-based way.

You may change the way in which you receive information from us at any time:

Email: info@cassfoundation.org.uk

Telephone: 0151 558 0086

Post: The Cass Foundation, The Florence Institute, 377 Mill Street, Liverpool, L8 4RF

The Cass Foundation website can be found at <https://www.cassfoundation.org.uk> ("the Website").

Why we collect information

We collect information to allow us to provide you with the information or service you have requested from us; to provide you with information which we think you will be interested in; and to have enough information to support you on attendance of our groups, sessions and activities.

How we collect information

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We collect information about you:

1. When you give it to us directly

You may give us your personal data in order to receive our e-newsletter; to receive further information or products in relation to The Cass Foundation (for example, when you take part in any of our organised activities (including attending any events); when you volunteer with us or take part in any of our youth and community projects network (or request information about these); when you respond to a survey or when you otherwise engage with us on our Website. When you give us information in this manner, we may collect and store this information.

2. When you visit our Website

We may collect information about you when you use our Website. Whenever you input information into our Website (for example, if you create a profile or use any of our interactive features), we will collect the information that you give to us.

What personal data we hold and how we use it

We will typically hold the following information about you:

- Your full name and your title or an indication of the gender that you most closely associate with;
- Birth year (but not birth date) or alternatively a relevant age range
- Postal address (if relevant);
- Telephone number(s) (if relevant);
- Email address;
- Records of your correspondence with us;
- Donation and gift aid details (if you donate to us);
- Photos and digital images of individuals where you provide them to us;
- Information you enter onto the Website.

But we may request other information where it is appropriate and relevant, for example:

- Details of why you have decided to support/contact us;

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- Details of how you would like to be involved and what you intend to do with the information we provide; and
- Information about you that will enable us to be more precise in what we send you, how we approach you or how we can best support you.

We will only process sensitive personal data (e.g. in relation to your health), with your explicit consent.

We will use your data to:

- Provide you with the information, products or services that you request from us (for example, newsletters or guidance on our projects);
- Provide you with other information, products or services which we feel may interest you, when we have your consent to do so. This may include newsletters, tips, updates, information in relation to specific groups, voluntary surveys or questionnaires for you to complete, details of relevant volunteering opportunities, and details of activities and events we are running.
- Keep a record of your relationship with us and, where you agree, communicate details [Cass Foundation] activities that you may have participated in to others (for example by publishing stories and photos on our Website);
- Allow you to participate in interactive features on our Website when you choose to do so;
- Notify you about changes to our service;
- Comply with applicable laws and regulations and requests from statutory agencies; and
- Carry out any obligations or provide you with any other services, functionality or content which you specifically agree to on our Website.

Communications and marketing

We may contact you by post and telephone, and where you have provided consent, by e-mail, to let you know about our events and activities (and those of third parties) that might be of particular interest to you. We provide the opportunity for you to opt-out from receiving our marketing communications every time we contact you.

You can opt-out from receiving our marketing communications, or update your contact preferences at any time by emailing: info@cassfoundation.org.uk

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Children's data

We may collect and manage information from children in some circumstances. Those aged 12 or under are unable to receive our newsletter or have direct contact with us.

Where consent is required, if it is possible and appropriate we seek consent from a parent or guardian in the process of collecting information about children, and we only hold information about children that is absolutely necessary for the purpose of the event/programme that they are applying for or participating in.

Where a parent gives consent on behalf of a child, we may contact that child after their 16th birthday, to check if they wish to maintain their relationship with us.

How we keep your data safe and who has access to it

We are committed to ensuring that there are appropriate technical and digital controls in place to protect your personal details from misuse and unauthorised access. For example, our network is protected and routinely tested. All data is encrypted and measures are in place to keep your information safe and secure.

We do not sell or share your personal details with third parties for them to use for marketing purposes.

We work with service providers and other third parties who help us to operate and to provide and improve our information, products and services, and we may share, if deemed necessary, information with them for this purpose.

We may allow our staff, consultants and/or external providers acting on our behalf to access and use your information for the activities we have described above (e.g. to deliver mailings, to analyse data and deliver activity sessions). We only permit them to use it to deliver the relevant service, whilst providing equivalent levels of protection.

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We may need to disclose your personal information upon request to regulatory and government bodies, law enforcement agencies and suppliers we engage to process data on our behalf. We may also merge or partner with other organisations and in so doing, acquire or transfer information.

Corrections to your information

Except in limited circumstances, you have the right to obtain details of the information that we hold about you. If you would like to do so please contact us using the details below.

info@cassfoundation.org.uk

We also want to make sure that your personal information is accurate and up to date. Please let us know if your details change. You may also ask us to correct or remove information which is inaccurate.

If you are unhappy with the way in which we have handled your personal data please contact us using the details below.

info@cassfoundation.org.uk

Your rights

In certain circumstances you have a right to require us to stop processing your personal data in a particular way, or for your data to be erased from our database. If it is not necessary for the purpose you provided it to us for (e.g. providing you with a service or item you have requested) or we do not otherwise require the data to be archived for future reference, we will do so.

The legal basis that we rely on for processing your data is either where:

- You have provided your consent to us using your data in a certain way;
- It is within our legitimate interests, or
- It is necessary in connection with the performance of a contract with you; or
- It is necessary to for compliance with a legal obligation to which we are subject.

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You have a right to ask for a copy of the information we hold about you. If you want to access your information, please send a description of the information you want to see and proof of your identity to info@cassfoundation.org.uk

Please let us know if you have any queries or concerns about the way that your data is being processed by contacting us on the details below. You are also entitled to make a complaint to the Information Commissioner's office, and for further information see the Information Commissioner's guidance here <https://ico.org.uk/for-the-public/personal-information>

Data Retention

Any personal data we retain will be used solely to serve the purpose for which it has been collected.

In some cases, however, we may keep your data beyond the duration of the purpose for which it was collected. In this instance, data will be retained only for record keeping purposes and to be able to respond to any queries. In some cases, where there are legal or statutory obligations to keep records, such as part of contractual or financial matters, we would also be obliged to safely retain personal data to ensure compliance.

Whilst the specific time periods vary depending on the circumstances, in general we will not keep records that include personal data for more than 6 years after a particular matter or exchange has concluded.

In the event that you ask us to stop sending you marketing communications, we will retain certain details, such as your name, to help us ensure that you are not contacted again.

Contact

Questions, comments and requests regarding this privacy statement are welcomed and should be addressed to info@cassfoundation.org.uk

Policy updates

This privacy policy was last updated in July 2018