



Privacy Policy

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Next Review Date:	March 2024

At Oxfordshire Discovery College we take your privacy seriously. This policy explains how we collect, use and store your personal data in line with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR). Oxfordshire Discovery College is the data controller and any enquiries or questions you may have about our use of your data should be sent to hello@oxfordshirediscovery.co.uk

What is personal data?

Personal data means any personal information about a living individual who can be identified from the information held about them. They might be identifiable by the information alone, or in combination with any other information that Oxfordshire Discovery College holds, or might hold.

What information do we collect?

Through our work with you, or any interactions we may have online or in person, we may collect information such as your name, date of birth, email address, postal address, and telephone number. We may also collect other details, such as sex, ethnicity, mental health conditions, and who you're happy for us to share your information with.

Where do we collect information from?

Whenever we collect personal information from you we'll make sure to provide you with privacy information at the time. When we collect personal information about you from another source we'll provide you with privacy information:

- Within a reasonable period of time, and no later than 1 month
- If the information is used to communicate with you (like an email address) when the first communication takes place, or
- If we expect to share that information with someone else, when the data is disclosed.

There are 2 main ways that we collect information about you; **directly** or **indirectly**.



When you share your personal information with us **directly** you might be giving us your information in the following ways:

- Completing a sign up form for one of our programmes, projects or events
- Registering for our newsletter
- Fundraising on our behalf
- Getting in touch to ask us for information or to request support
- Taking part in a campaign
- Making a donation
- Purchasing our products

When you share your personal information with us **indirectly** you might be giving us your information in the following ways:

- Fundraising or donating on fundraising sites like Just Giving or Virgin Money
- Taking part in events on our behalf, like the London Marathon
- When you've given permission for another organisation you're involved with to share your information with us

These independent parties will only share your information if you've given your consent for them to do so. If you want to know more about how they'll use your data, you should check their Privacy Policy.

We also collect information about you when you visit our website (using 'cookies') to help us better understand how people use our website. This information might include your IP address, your internet browser, the time and date that you visited, and which pages you visited or downloaded. This simply helps us to make improvements and tailor our offer to our stakeholders.

We sometimes use publicly available information to better understand and tailor communication to different audiences. This might include geographic, demographic, and other information.

How do we use your information?

We'll only ever use your personal information for legitimate reasons, related to the provision of our services – we'll always have your privacy in mind, and will only collect that information that we need in order to provide you with services, keep in touch, and improve what we do. This might include things like:



- Using personal information to improve, update or personalise our services or communications for the benefit of our supporters and stakeholders
- To better understand how people use our website
- To share information and opportunities that we think might be of interest to you
- To understand how effective our campaigns, communications and advertising are, so that we can make them better
- Providing you with information or services that you've asked for
- Processing payments or financial transactions, such as donations or tickets for paid events This may include processing Gift Aid with HMRC.
- Keeping a record of communications between us
- Keeping a record of other interactions or information we've provided you with, such as requests for leaflets or attending events
- Managing and improving how we communicate with you – how you like to be contacted and what information you want to receive
- Researching the interests, behaviours, demographics, and trends of people who are using our services and information. We may, at times, ask you if you'd like to take part in research such as surveys or focus groups but this will always be your choice
- Responding to complaints or queries and looking into any legal claims
- Sharing your views on our organisation and services with our funders and donors, but only ever with your explicit permission
- Using sensitive information, such as information about your mental health experiences, to tailor our services to you, or to make service improvements. We will only collect this information with your permission, and we'll always take extra care of it.
- Researching prospective donors using publicly available information to understand who could potentially become a supporter

Please bear in mind that if you object to sharing your information with us, it may affect our ability to carry out the tasks above, and others, for your benefit. We will only ever collect information that we *need* (never just because we're curious!).

How we keep your personal information safe and who has access to it

We have a responsibility to make sure that your personal information is kept private and secure at all times, and we have a range of measures to make sure of this.

Electronic information and databases are stored on secure computer systems and we control who has access to them. Our staff and relevant volunteers receive data protection



training and we have data protection policies and procedures in place which everyone must adhere to at all times.

We regularly review who has access to the information that we hold to make sure it's only available to trained staff, volunteers and contractors who may have legitimate reasons.

When do we share your personal information?

We will **never** sell or rent your personal information to third parties for the purposes of marketing. We may share information with other companies who provide services on our behalf, such as sending emails, analysing data and processing card payments. We will only provide those companies with the information they need to deliver the relevant service, and we'll make sure that your data is treated with the same care and respect as if we were handing it ourselves.

We may, at times, need to share your information with the police, social services, regulatory bodies or legal advisors, to comply with our own safeguarding and legal obligations.

We'll only share your data in other circumstances if we have your explicit and informed consent.

How long do we keep your personal information?

We'll only keep your information for as long as we need to. This depends on the type of information and what it's used for, and guidance is set out in legislation. We review our data retention periods on a regular basis, in line with changes to the law and relevant guidance.

We regularly review the information we hold about you, and delete anything that is no longer required. We never store payment card information.

What are your rights?

You should always feel in control of your personal information, and you have legal rights to help you do this. You have:

- The right to access your personal information
You ask that we confirm that your personal information is being processed by us, and you can also request a copy of any information we hold about you. We'll do our best to respond to your request as quickly as possible, and always within 1 month. If an extension is needed because the request is complex for us to provide, we'll agree



this with you in writing. We won't charge any fees for responding to your request unless it's found to be unfounded or excessive.

- The right to edit and update your personal information

It's important to us that the information we hold about you is accurate, so if you find that it's inaccurate, outdated, or incomplete you can ask us to update it. We'll do our best to respond to your request as quickly as possible, and always within 1 month.

- The right to request that your personal information be removed or deleted

While you don't have an automatic right to have *all* of your personal data deleted, you *can* ask that we delete information if there's no longer a legitimate reason for us to hold it. We'll always review this on a case-by-case basis and will aim to respond to your request as quickly as possible, and always within 1 month.

- The right to limit the processing of your personal information
- The right to object to your personal information being used for direct marketing and processing for scientific or historical research and statistics
- The right to complain to a supervisory authority if you believe we haven't handled your personal information in line with data protection laws