



PRIVACY POLICY

This Policy explains when and 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 our website for updates.

Any questions regarding this Policy and our privacy practices should be sent by email to crownwaycommunitycentre@yahoo.co.uk or by writing to Crownway Community Centre, Crown Street, Earlestown, Newton Le Willows, WA12 9DA. Alternatively, you can telephone 01925 222907.

1 WHO ARE WE?

We are Crownway Community Centre, an Earlestown based charity that improves the quality of life of local people through improvement of health and wellbeing and community services. Crownway Community Centre is a registered charity (no.1169056). The registered address is Crownway Community Centre, Crown Street, Earlestown, Newton Le Willows, WA12 9DA.

2 HOW DO WE COLLECT INFORMATION FROM YOU?

We obtain information about you when:

- You register to attend Crownway Community Centre courses or programmes.
- Receive a service from the Crownway Community Centre.
- Apply to become a volunteer.

3 WHAT TYPE OF INFORMATION IS COLLECTED FROM YOU?

The personal information we collect might include your name, address, telephone number, email address, date of birth, gender, health problems, and details of emergency contacts.

4 HOW IS YOUR INFORMATION USED?

We may use your information to:

- notify you of changes to our services (including cancellations);
- plan activities and services.
- administer membership records.

- fundraise and promote the interests of the charity.
- manage our volunteers
- maintain our own accounts and records
- seek your views or comments on the services we provide
- send you communications which you have requested and that may be of interest to you.
- manage any financial transactions relating to you (including payment of volunteer expenses);
- process a grant application or report to our funders. In these cases, no identifying data will be used, just statistics.

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.

If you cease to attend activities, we will retain your information for a period of one year. At that point it will be deleted unless you request otherwise. You are welcome to ask us to delete your information earlier than one year if you so desire. Similarly, we will retain information about volunteers for a period of one year after you cease working for us unless otherwise requested.

5 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.

On some occasions we work with partner agencies to deliver services and we may need to pass your information on to them. In these situations, you will always be asked for your permission first.

6 YOUR CHOICES

You have a choice about whether you wish to receive information from us. If you do not want to receive information about Crownway Community Centre and its activities, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

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: office@CrownwayCommunityCentre.co.uk or telephone on 01925 222907

7 HOW YOU CAN ACCESS AND UPDATE YOUR INFORMATION

The accuracy of your information is important to us. If you change any of the information we hold about you, please

email: office@CrownwayCommunityCentre.co.uk or telephone on 01925 222907

You have the right to ask for a copy of the information the Crownway holds about you.

If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated. Please contact the Centre Coordinator Philomena Zilinski, email crownwaycommunitycentre@yahoo.co.uk or Tel: 01925 222907

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office <https://ico.org.uk/>.

8 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.

1. Paper documents are kept in secure and locked containers.
2. Our computer systems are protected by security software.
3. Only authorised staff have access to the computer system.
4. Staff have individual passwords to access the computer system and these passwords are changed regularly.
5. No personal information is kept on portable systems such as tablet computers or pen drives.
6. We do not pass any of your information to outside agencies without your permission unless we are obliged to do so by law (e.g., in the case of police investigations).

9 PROFILING

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you.