

Together Matters' Privacy and Data Protection Policy

November 2021

Introduction

The law on data protection changed in May 2018, when the new EU-wide General Data Protection Regulation (GDPR) came into force. This new regulation replaced the old Data Protection Act.

The GDPR is meant to give you greater control over how personal information about you is stored and used by organisations, such as Together Matters.

Together Matters has reviewed all the personal information that we collect and keep about the people who contact us, ask for information, sign-up for our newsletter or attend events. We have done this to make sure everyone knows:

- what we collect
- why we collect it
- how we use it and
- how long we hold on to it for.

If you have any queries about our privacy policy please email info@togethermatters.org.uk or call us on 07931 727367.

It is a fundamental principle for Together Matters that all personal information received from any of our clients will be treated as confidential, and will not be disclosed to third parties without consent, other than in specific, exceptional circumstances.

Together Matters will ensure that all staff are aware of and comply with its policy on confidentiality and data protection.

We will make sure the most up to date version of this policy is posted on our website.

Who are we?

Together Matters was set up in 2016 to work with people with learning disabilities, their families and support organisations to make life better for people with learning disabilities.

For the purposes of this Policy, 'us', 'we' and 'our' refer to Together Matters.

What is this policy about?

Together Matters is committed to protecting your privacy and being transparent about how we use information relating to you.

We will only use the information that we collect about you lawfully.

This policy tells you about how we collect, use and store your personal information.

Your rights

Under GDPR, you have 8 specific rights when it comes to your personal information.

1. **The right to be informed** - meaning you should be given clear information about what personal information we keep, why we keep it and how it is used and stored.
2. **The right of access** - meaning you can ask us for a copy of all the personal information we hold about you and you can ask us questions to make sure that we are processing your information legally.
3. **The right to rectification** - meaning that if the personal information we have is wrong or incomplete, you can tell us so that we only keep accurate information that you have chosen to share with us.
4. **The right to erasure** - meaning that you can ask us to erase all your personal information. This is sometimes known as 'the right to be forgotten'. There are some occasions when we may have a legal obligation or legitimate interest to keep certain information about you, even if you no longer want to be on our records, for example in terms of processing financial information, or keeping records in case of a future claim.
5. **The right to restrict processing** - meaning that you can ask us to keep your information but only use it for certain purposes, for example you may want to only receive certain types of information from us.
6. **The right to data portability** - meaning that you can ask for your data to be transferred to another system. This is not something that is currently relevant to our work at Together Matters, but an example would be if you use a price comparison website to compare different bank accounts, you have the right to tell your current bank to share relevant information with another account provider.
7. **The right to object** - meaning that if you are unhappy with the way we have processed your data, for example if we keep writing to you when you have asked us not to, you can tell us and we must respond.
8. **Rights in relation to automated decision making and profiling** - meaning that we need to tell you if we use any systems which automatically use your personal information without human involvement. There is more information about this and all the other rights on the [Information Commissioner's Office website here](#).

What information do we collect?

We collect personal information, or data, whenever you interact with us. For example, when you sign up for a newsletter, request information or sign up for an event.

When you visit our website, we also collect anonymised statistical information via Google Analytics, and the analytical tools of our third-party platforms and social media accounts.

What do we do with your information?

Clients (such as, people who ask for information, subscribe to our newsletter, attend events)

We use the personal information that you give us to:

- Keep in touch with you
- Send you updates and newsletters
- Ask for feedback on our services and resources

Confidentiality & sharing your information

Together Matters will seek to ensure that all personal information received from any clients will be treated as confidential and will not be disclosed to third parties without the client's consent (subject to the exceptions mentioned below).

Sharing information without your permission

We do not share your information with any other organisations for their marketing purposes. We may have to share information if it is required by a law enforcement agency or by a regulatory body.

We may use other organisations to carry out tasks on our behalf (“Third parties”), including sending emails (such as using Mailchimp to send our newsletters).

We will provide these organisations with only the information needed to deliver these services, and they are not allowed to use or store your data for any other purpose.

Where and how do we store your personal information?

We will take all reasonable steps to make sure your personal information is managed and stored securely.

We store and process our information using secure cloud-based systems and secured servers.

Internally, this is accessed only by essential staff who are appropriately trained. We restrict access to certain computer drives and files, for example information relating to contact information.

Some of your information may be stored in hard copy (on paper), for example if you have given us a photocopy of any personal documentation, or signed copies of formal paperwork. We do our best to keep paper copies to a minimum and we store hard copies of these documents in locked filing cabinets with restricted access.

In some cases, third parties may have access to your personal information, and where this is the case, we ensure that they are GDPR-compliant.

We may use external companies to collect or process personal data on our behalf, for example Mailchimp or our database system. While we take appropriate steps to ensure that information is secure, for example by using encrypted forms, we cannot guarantee that transmission of information over the internet is 100% secure and therefore you submit data at your own risk.

Data in cloud-based systems may be processed outside of the European Economic Area (EEA). By submitting your personal data, you agree to this transfer, storing and processing of your information.

Cookies

Our website uses cookies to help you in your interactions with the site. Most cookies are session cookies, lasting only for the duration of your visit and are deleted when you close your browser. No personally-identifiable data is collected. Examples of the sort of information that is collected via session cookies are provided below. This list is not exhaustive:

- the last search term that you used within the site
- your preference in terms of accessible viewing options
- a unique ID to track your session from page to page, which is vitally important should you sign into the site
- which page you are looking at within a multi-paged index of content or search results.

Our website uses Google Analytics to allow us to track how popular our site is and to record visitor trends over time. Google Analytics uses a cookie to help track which pages are accessed. The cookie contains no personally-identifiable information, but it does use your computer’s IP address to determine where in the world you are accessing the site from, and to track your page visits within the site.

From time to time, we may embed external content from third-party websites (e.g. Facebook, YouTube) within our website. These websites may utilise cookies and the Privacy Policy that will apply to such third-party content will be that published on the website of that third-party content provider.

Third Party Suppliers

Together Matters uses third party suppliers such as Facebook, Twitter, Mailchimp, YouTube, and they may use cookies. We do not control these, and we would advise you to check with these third parties for information about their cookies and how to manage them.

Some of these third parties may be located outside of the UK and the European Union, and therefore they may not fall under the jurisdiction of UK courts. If this is a concern to you, you can change your cookie settings and you can find out more about this from the Information Commissioner's Office (ICO) (<https://ico.org.uk/>).

Links/Other Websites

This privacy policy only applies to Together Matters. Together Matters' website contains links to other websites, which are run by other organisations. Together Matters is not responsible for the privacy practices of other organisations

How long do we keep your information?

How long information is kept for is sometimes called 'data retention'. We will keep your personal information only for as long as we consider it necessary. We have to take into account legal obligations, accounting and tax considerations and also consider what is reasonable for the activity in question. If you have any questions about this, please contact us in writing using the contact details at the bottom of this Privacy Policy.

Updating your details and preferences with us

Please keep your details up to date with us, for example if you change address or telephone number.

You can change your preferences for which communications you receive from us, and how we contact you, by getting in touch with us at any time.

- by email: info@togethertatters.org.uk
- by phone: 07931 727367

Accessing and amending your information and preferences

At any time, you can do the following:

- ask for a copy of the personal information we hold about you (this is also known as a Subject Access Request)
- ask us to erase or remove all your personal information
- ask us to restrict how we use your personal information
- object to our use of your personal information

Your request needs to be in writing and either on paper or in an email is fine. To do any of these, please write to us at:

- info@togethertatters.org.uk

We will act on any requests received within one month of receiving your request unless this request is complex. If it is complex, we will inform you within one month of receiving your request and explain why we need to extend this length of time.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you.

- by email: info@togethertatters.org.uk
- by phone: 07931 727367

For more information about your rights in relation to the information we hold about you, you can visit the ICO website (<https://ico.org.uk>).

About this Policy

Our Privacy Policy may be amended and updated, and so you may wish to check it whenever you share personal information with us. If we do amend this privacy policy, the most recent version of it will always be available on our website. We may not explicitly inform our users of these changes.

Acknowledgements

This policy draws on policies and materials created by The Information Commissioner's Office <https://ico.org.uk>.