

EASY READ
centre
PRIVACY POLICY

Date these procedures came into effect: 28/04/2021

Date these procedures must be updated by: 01/01/2022

Written by: Torrin Wilkins.



Here we set out how we use information you give to us.



It applies to all members of Centre and anyone who uses our website.



Whilst we have links to Facebook, Twitter, Instagram and YouTube accounts, each have their own separate privacy policies.

Centre

Words like "us", "we", and "our" all mean Centre. This document only applies if we have your information.



Please do not send us the data of other people unless you are asked to.

Whilst we have tried to include as much information in this guide as possible, you may need to look at our longer length version for all of the information about our privacy policy.

When you join Centre:



We collect your:

- First name.
- Last name.
- Email address
- Any applications for positions you would like to hold.
- Whether you are over 18 when you fill in the form to be a member of Centre on the 'Join' page.



We only collect this information when you tick the box which gives us permission to use this information.



This allows us to contact you by sending you emails telling you what we are doing. We can also check if you have tried to join multiple times or if there is a complaint involving you.



We can also contact you about positions you have applied for which we may give your contact details to another member of Centre's team.



If you tick the “under 18” box this information will only be seen by the safeguarding heads, the Director and the Head of Membership and Development.



If you ask us to delete this information it will take one week, otherwise we will keep it for a year which is when we will ask you to renew your membership.



If you tick the “under 18” box this information will be kept until you cancel your membership, or your membership expires.



For positions you have expressed an interest in, this information will be kept for a minimum of a week and a maximum of three weeks.

When you use the Centre contact form on our website:



We collect your:

- Email address.
- Any comments, or articles sent through the 'contact' page.



We only collect this information when you tick the box which gives us permission to use this information.



This allows us to contact you about why you contacted us. We will only use your email address to reply to you about your comment and any other questions you may have.



If you send us an article it will only be put on our website if you agree to us putting it there.



Articles will be on our website for a minimum of a week and will be removed if you ask us.



Your email address and any comments you send via the 'contact' page will be deleted a maximum of a week after you have sent them to us and a minimum of three days after you have sent them to us.

Safeguarding Procedures:



We can collect:

The name of the person raising the concern, their email address, what relationship they have with the person who they are raising the concern for, whether the person who is raising the concern is a member of Centre, whether they would like to remain anonymous, whether they are a vulnerable adult, whether they are under 18, if they are a member of Centre, details of the safeguarding concern...

...whether there is additional evidence they would like to pass on, whether there is a police investigation ongoing into the issue or social services have been contacted, whether they agree to our privacy policy and any information collected by the member of our Safeguarding and Complaints Team investigating the complaint.



We will try to get your permission to report issues but sometimes we may need to report issues to the police, careers or social services without consent.

This may be shared with:



- Members of our safeguarding team.
- Members of our complaints team.
- The member who found the issue.



After the issue has been dealt with, Centre will either delete the information or make sure it does not have any of your personal details on. These will be kept for a maximum of four years.

Complaints Procedure:



We collect:

your name, email address so you can be kept up to date with the process, whether you are a member of Centre, whether the complaint happened to you or someone else, whether you would like to remain anonymous, whether you have done anything to try and resolve the issue, the categories the complaint falls under, an explanation of the complaint, the URL of the post if it is a social media post, whether there is currently a police investigation into the issue...

...whether there is any additional evidence in the case, the name of the person you would like to make a complaint about, how old they are, whether they are a member of Centre, what region they live in, what position they hold, what you would like to see happen with your complaint, whether it is a joint complaint, whether you agree to our privacy policy. any information collected by our Head or Deputy Head of Complaints, if your complaint is an appeal and Complaints Team investigating the complaint.



We only collect this information if you include in your email “By sending this email I agree to the Centre Privacy Policy”.

This may be shared with:



- Members of our complaints team.
- The police, social services and carers.



After the issue has been dealt with, Centre will either delete the information or make sure it does not have any of your personal details on. These will be kept for a maximum of four years.

Whistleblowing policy:



We collect:

your name, contact details such as an email address so you can be kept up to date with the process, whether you are a member of Centre, whether you would like to remain anonymous, whether you have a personal interest in the issue, any extra information on any personal relationship you may have with the issue, an explanation of the issue, whether there is a police investigation into the issue, what they would like to see happen as a result of the report, if there is any additional evidence of the issue...

...whether it is a joint report, if it is a joint report the people filing it alongside you, that you agree to our privacy policy, whether the report is an appeal and any information collected by the member of our Complaints Team investigating the complaint.



We only collect this information if you include in your email “By sending this email I agree to the Centre Privacy Policy”.

This may be shared with:



- Members of our complaints team.
- The police, social services, parents and carers.



After the issue has been dealt with, Centre will either delete the information or make sure it does not have any of your personal details on. These will be kept for a maximum of four years.

Investigations into minor issues:



We collect:

your name, email address so you can be kept up to date with the process, whether you are a member of Centre, whether the issue is about you or someone else, whether you would like to remain anonymous, whether you have done anything to try to resolve the issue, an explanation of the minor issue, URL of the post if it is a social media post, any additional evidence you want to send us, the name of the person or people you would like to raise the minor issue about, how old they are...

...whether they are a member of Centre, what region they live in, what position they are in, what you would like to see from the minor issue being raised, whether it is a joint report, who is making the report with you, whether you agree with the privacy policy and any information collected by the member of our Safeguarding, whether it is an appeal and Complaints Team investigating the complaint.



We only collect this information if you include in your email “By sending this email I agree to the Centre Privacy Policy”.

This may be shared with:



- Members of our complaints team.
- The police, social services, parents and carers.



After the issue has been dealt with, Centre will either delete the information or make sure it does not have any of your personal details on. These will be kept for a maximum of four years.

Papers and images of our teams and descriptions of our team:



We collect:

- Images of our team members.
- Descriptions of our team members.
- Papers individuals have written.



We only collect this information if you send it to us and we have consent to use it.

Campaigns:



We collect:

- Your first and last name.
- Contact details such as an email address.



We only collect this information if you include in your email and agree to us using your data using the tick box at the end of the form.



This may be shared with:

- Members of our team running the campaign to keep you updated about the campaign with emails.



The information will be kept for a minimum of one week and a maximum of four months.

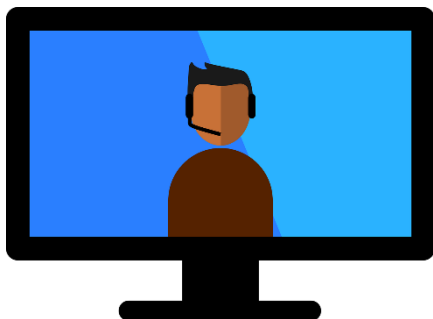
This information will be shared with:



- The public as this information will be available on our website.



Images or descriptions will be removed from our website of paper if you ask us to, in which case they will be removed in a month, or when you leave the Centre team.



For other items such as videos, contributions to papers, blog posts or other material produced for Centre this material can be used as it was produced for Centre so long as it does not include the person who has left Centre.

When you donate to Centre



We collect your:

- Address lines 1 and 2.
- Town/city.
- Postcode.
- County.
- Phone number.
- Email address.



By sending us your details via PayPal, you consent to us using them.



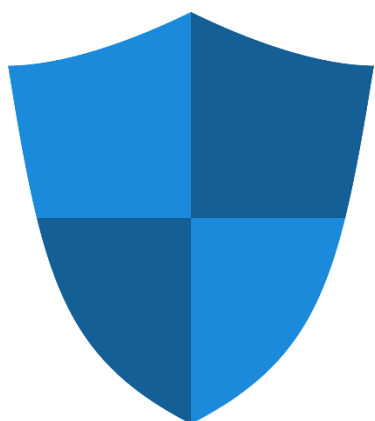
This information will be shared with the Centre team to check:

- You are a UK resident, to process your payment.
- To deal with any refunds if necessary.
- To contact you about your donation.
- To tell you about our fundraising.
- To respond to any issues you may have.
- We may also check your details against public information.



We will keep this information for a minimum of one week and a maximum of three months. The minimum time period of one week is the amount of time it will take to delete the information we have from you. The maximum time limit is how long it could take us to process a more complex donation.

How we share and store your information:

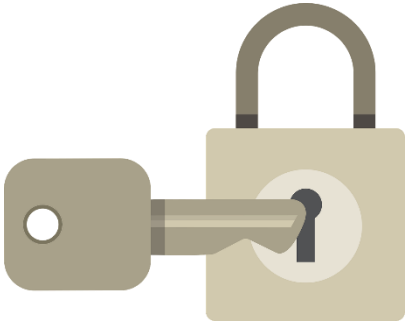


- We may use your data to defend against or deal with legal claims.
- Your information is first stored by our website host, Wordpress, and then will be moved to a password protected excel document.



Under GDPR, your rights are:

- To access, correct, delete or limit how we use the information we hold on you.
- To stop us from using information we have on you.
- To remove your consent for your information to be used.
- To move your information to another organisation (data controller).



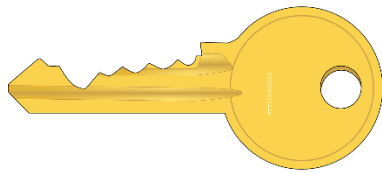
Under GDPR, your rights also include:

- To limit how we use information we hold on you.
- The ability to complain to a Supervisory body (in the UK this includes the ICO).

You can find our more here:

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

How you can use these rights:



- You can opt-out of emails from our newsletter at any time and we will delete your email address by sending us an email address with the email subject line 'unsubscribe'.
- To leave the group as a whole which will involve us deleting all of your personal information stored by us send an email with the subject line 'cancel membership'.
- Send us a message to opt-out of emails.
- You can email us at centreuk@centreuk.co.uk or you can phone us on 07802781382

Our use of cookies:

“A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites and can do a number of things, eg remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website”.

- Persistent cookies: Cookies that are stored on your browser (such as Google Chrome) until you delete them, or they reach their end date at which point they will be deleted.
- Session cookies: Cookies that will be deleted when you end your web session.

How to control cookies using browsers:

- For Firefox you can use:
<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>
- For Safari you can use:
<https://support.apple.com/en-gb/guide/safari/manage-cookies-and-website-data-sfri11471/mac>
- For Opera you can use:
<https://help.opera.com/en/latest/security-and-privacy/>
- For Internet Explorer you can use:
<https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>
- For Chrome you can use:
<https://support.google.com/chrome/answer/95647>

- For Edge you can use:
<https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy>
- More information:
<https://aboutcookies.org/>
- You can see cookies used by our website here:
<https://automattic.com/cookies/>

Sharing your data with third parties:

If necessary; Complaints, whistleblowing complaints, minor complaints or safeguarding issues may be reported to the police, social services parents, carers, other members of the Centre complaints or safeguarding teams where necessary under our procedures.

Complaints, minor complaints, whistleblowing or safeguarding issues of any severity may also be handled by the Centre member that first comes across them who then must report it to a member of the Safeguarding and Complaints team.

Data you send to us via PayPal will not be shared with any third parties although PayPal itself will process that

information when you send it to us through them.

We may also use your data for: dealing with or defending against legal claims or if we have to share it by law.

Storing your personal data:

Our website is hosted by <https://www.netlify.com/> which is where your data will be stored which uses hosting in the United States through Automattic, Inc. This is covered by an EU decision on the "...adequacy of the protection provided by the EU-U.S. Privacy Shield".

After this, it will then be moved onto our offline database. For complaints, minor issues, whistleblowing reports

and safeguarding issues, these will all be stored on a password protected Excel document.

Changes in this policy:

If we change this policy, then it will be updated on our website and then we will contact you via email.