

IP17GNS Privacy Policy

IP17GNS is committed to ensuring that the privacy of our team, donors and service users is protected. We will ask you for personal information (anything that will identify you) whilst you use our services or interact with our website and social media. However, any information you provide will be used in strict accordance with the following privacy policy.

Our contact details:

Name: Bryony Peall (Operations Manager)

Address: The Town House, Station Approach, Saxmundham, IP17 1BW

Phone Number: 0333 335 5266

E-mail: help@ip17gns.com

We currently collect and process your personal information (see Data Protection Policy for full definition.) in order to:

- Register new volunteers
- Process requests for help
- Attendance at groups or activities
- Accept donations (where a receipt is requested)

Most of the personal information we process is provided to us directly.

We may also receive personal information indirectly, from the following sources in the following scenarios:

- From the Drs surgery or pharmacy when a prescription delivery is requested.
- From 3rd party organisations who are requesting services on your behalf

We may share this information with:

- DBS-checked volunteers who will complete your request.
- 3rd party organisations we are making referrals to.

We will only share your data with your consent **unless** in circumstances where we have a safeguarding concern that you may cause significant harm to yourself or others.

Under the UK General Data Protection Regulation (UK GDPR), we can lawfully process your data because:

(a) You have given your consent. You can remove your consent at any time. You can do this by contacting our Operations Manager.

(b) We have a contractual obligation.

(c) We need it to perform a public task.

(d) We have a legitimate interest.

How we store and protect your personal information:

IP17GNS will keep your personal information for a maximum of 2 years.

Information relating to service requests such as shopping lists, details of tasks including which volunteer attended, etc will be deleted within a month of completion.

Your information will be securely stored, and will then be disposed of by rendering the data, whether it's paper or electronic, unreadable by any means.

Use of photography:

During public activities and IP17GNS groups we may take photographs. These will be securely stored and may be used for marketing and publicity. If you are a direct subject of the photograph, we will ask permission to take it, and to share it.

Parents/carers of children participating in our groups will be asked to sign a photograph permissions form to determine whether or not we are allowed to share photographs.

Your data protection rights:

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

If you make a request regarding any of the information we hold about you, we will respond within 30 days, and you will not be charged for this.

Please contact us (using the details above) if you wish to make a request. Youo can refer to our Data Protection Policy for further information.

How to raise a concern:

If you have any concerns about our use of your personal information, you can raise them with us by contacting our Operations Manager (details above) or our GDPR-responsible Trustee, Tim Roberts – tim@ip17gns.com (AWAITING CONFIRMATION)

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

ICO website: <https://www.ico.org.uk>

This Privacy Policy was completed on: 29th June 2023

It is due for review on: July 2025

Appendix 1

Staff & Volunteers must read this at the beginning of phone & in-person interactions. A written version will appear at the beginning of online forms where personal data is collected.

“IP17GNS will be collecting your personal information in accordance with GDPR guidelines. You can find out more about how we use and store your information by reading our full Privacy Policy on our website.”