



The EPIC Charity - Bristol

Privacy Policy

Our contact details

Name: The Epic Charity - Bristol

Address: B-Bond, Smeaton Road, Bristol, BS1 6XN

Phone Number: 07385 400132

E-mail: info@epiccharitybristol.org.uk

Website: www.epiccharitybristol.org.uk

Overview

The Charity takes the security and privacy of your data seriously. We need to collect and use information or 'data' about you as part of our operations and to manage our relationship with you. We intend to comply with our legal obligations under the Data Protection Act 2018 (the '2018 Act') and the EU General Data Protection Regulation ('GDPR') in respect of data privacy and security. We have a duty to notify you of the information contained in this policy.

This policy applies to our beneficiaries. If you fall into this category then you are a 'data subject' for the purposes of this policy. We will update this policy from time to time.

The Charity is a 'data controller' for the purposes of your data. This means that we determine the purpose and means of the processing of your data.

This policy explains how the Charity will hold and process your information. It explains your rights as a data subject.

Data Protection Principles

Personal data must be processed in accordance with six 'Data Protection Principles.'

It must:

- be processed fairly, lawfully and transparently;
- be collected and processed only for specified, explicit and legitimate purposes;
- be adequate, relevant and limited to what is necessary for the purposes for which it is processed;
- be accurate and kept up to date. Any inaccurate data must be deleted or rectified without delay;
- not be kept for longer than is necessary for the purposes for which it is processed; and
- be processed securely.

We are accountable for these principles and must be able to show that we are compliant.

The type of personal information we collect

We currently collect and process the following information:

- Name
- Address
- Date of Birth
- Nationality
- Care status
- Ethnicity
- Gender
- Sexual Orientation
- Telephone Numbers
- Language
- Disability
- Parental status

How we get the personal information and why we have it

Most of the personal information we process is provided to us for the following reasons:

- to be able to support you.
- to provide you with details of our activity.
- to assess whether we can provide you with financial support.
- to monitor and protect the security (including network security) of the Charity, of you, our other staff, clients, and others
- to monitor and protect the health and safety of you, our other staff, clients and third parties.
- running our operations and planning for the future
- the prevention and detection of fraud or other criminal offences.
- to defend the Charity in respect of any investigation or litigation.
- for any other reason which we may notify you of from time to time.
- to help make sure our services are inclusive

We do not take automated decisions about you using your personal data or use profiling in relation to you.

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

- Receiving an application from a professional that works with you. e.g. Personal Advisor, Social Worker, Support Worker

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You can remove your consent at any time. You can do this by contacting info@epiccharitybristol.org.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

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

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep your data for 10 years. We will then dispose your information by deleting all your personal information from our database/records.

Sharing your personal data

Sometimes we might share your personal data with external organisations to carry out our obligations to you when it is necessary, for example if there is a safeguarding concern.

We sometimes use other third-party individuals and organisations to provide services to our beneficiaries. We do not pass anyone's personal information to those individuals and organisations without your permission.

We require any charities/companies to keep your personal data confidential and secure and to protect it in accordance with the law and our policies. They are only permitted to process your data for the lawful purpose for which it has been shared and in accordance with our instructions.

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.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@epiccharitybristol.org.uk or Epic Charity, Floor 7, B Bond Warehouse, Smeaton Road, BS1 6XN if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@epiccharitybristol.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data. We envisage that you will have made contact with the charity who will seek to review the issue in the first instance.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

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

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