

A Way Out

Privacy Notice for Volunteers and Supporters

A Way Out is committed to protecting your privacy. This statement explains when, how and why we collect information about you, how we use it, the circumstances in which we may disclose it to others and the way we work to keep your information safe and secure. We will never sell your personal data, and will only ever share it with organisations we work with where necessary and if its privacy and security are guaranteed.

Who we are...

A Way Out is an outreach and prevention charity operating in the North East of England. We aim to engage, empower and equip vulnerable and excluded women, families and young people to live lives free from harm, abuse and exploitation and to reduce life limiting choices and behaviour.

Any questions you have in relation to this privacy notice or how we use your personal data should be emailed to info@awayout.co.uk or sent to: A Way Out, 1-2 Castlegate Quay, The Riverside, Stockton on Tees, TS18 1BZ

If you would like to speak to someone, please call us on 01642 655071.

You can find further information on data protection and privacy at www.ico.org.uk

What information does A Way Out collect?

A Way Out collects and processes a range of information about you. This includes: your name, address and contact details, including email address, telephone number, postal address, relationships with other organisations and our interactions with you.

For fundraisers we also collect fundraising information including: the event that you're taking part in, your online fundraising page name and URL, your fundraising target and the amount of money that you raise.

For donors we also collect information about your donation including: the amount of money or items that you've given, the timing of your gift, and if it is a financial gift whether or not we can claim gift aid on it. For regular givers we will collect address and also your date of birth if you choose to provide this for gift aid purposes. If you give us a completed standing order form then we will have your bank details but we will only store this for the purpose of sending it on to your bank and will then destroy this information.

For both fundraisers and donors we also collect information about any influences on your gift or decision to fundraise, e.g. if you are responding to an appeal.

For email communications, we will also collect your communications preferences as well as information about which A Way Out communications you read.

For volunteers, we collect information to complete a DBS check (including your ID documents e.g. passport); references from referees who can comment on your suitability to volunteer with us; the details of the roles that you support us with so that we may complete references for you should you request for employers; and your bank details so that we may reimburse you for expenses via expense claims. We also collect information about your volunteering role so that we can ensure we support you effectively in the role (e.g. one-to-one supervision meetings, informal interviews, correspondence) and monitor volunteer satisfaction (e.g. reviewing length of volunteering time and reasons for exiting volunteer roles). A Way Out will also collect and store next of kin and/or emergency contact details such as name, relationship, contact number if this is appropriate.

For website users A Way Out's website uses cookies to help it work well and to track information about how people are using them. More information on cookies can be found in our cookies policy.

How does A Way Out Collect this information?

1. Information that you give us. For example, data might be collected through an online sign-up form for an A Way Out event, fundraising campaign or to receive our email communications, through correspondence with you (by phone, email or letter), or by meeting with you face-to-face. It may also be collected through a donation or standing order form, sign-up sheet at events, sponsorship form, volunteer application form, or through an A Way Out survey.
2. Information we collect from your use of our website and services. For example, we collect information about the webpages that you view, the videos that you watch on our YouTube channel, and how you read our email communications.
3. Information from third parties. In some cases, A Way Out may collect personal data about you from third parties, such as online fundraising platforms including: CAF, JustGiving, Virgin Money Giving and BT MyDonate, Stewardship, LocalGiving, Charities Trust, Charitable Giving, GiveAsYouLive, Neighbourly and EasyFundraising; Text DONR; or DBS check info from providers such as CCPAS. We may receive this information only if you've given your permission to the third party. We may cross-reference your data with public sources, e.g. census data, housing registry etc.

Data Protection law recognises that certain categories of personal information are more sensitive. This is known as special category data and covers health information, race, religious beliefs and political opinions. We do not usually collect 'special category' personal data about our supporters unless there is a clear reason for doing so, such as participation in a skydive or similar fundraising event or where we need this information to ensure that we provide appropriate facilities or support to enable you to participate in an event. We may also collect special category data if you make the information public or if you tell us about your links to church groups or religious beliefs; however we will always make it clear to you when we collect this information from you, what special category data we are collecting and why.

How long does A Way Out keep data?

A Way Out will hold your personal data for up to six years after your last interaction with the charity unless there is a legal obligation or lawful basis to do so. Please see our retention schedule for further details.

Why does A Way Out process personal data?

A Way Out needs to process data about supporters in order to contact you and provide advice and support in relation to your specific circumstances. We also carry out data analysis in order to understand what works and shape future strategy. We make sure that our data processing is only done in accordance with at least one of the lawful bases available under UK-GDPR law.

A Way Out will only process data with your consent to:

- Send you marketing emails to give you updates on our work and opportunities to support. In doing so, we may customise our messages based upon your previous interactions with us (e.g. volunteering, donations made, events attended etc.) and other personal information we hold.
- Process sensitive demographic information such as religious beliefs.
- Give you a reference if you apply for a job or another volunteering role.

If you are a volunteer A Way Out has a contractual interest to enable recruitment and process personal data for specific volunteering purposes, including support and training. We have a legal obligation to do this.

Where we require a DBS check we do so on the basis that:

- The processing is necessary for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or the data subject in connection with employment, social security or social protection, **and**
- The data subject has given consent to the processing.

Where we process Special Category personal data we rely on one of the following lawful bases:

- the data subject has given explicit consent to the processing of the personal data for one or more specified purposes.
- processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or the data subject in the field of employment and social security and social protection law. This applies to volunteers.
- processing relates to personal data which are manifestly made public by the data subject

A Way Out has a legitimate interest to process personal data about volunteers, event attendees, speaking engagement organisers, potential supporters and postal communications. This allows A Way Out to:

- To gain feedback about volunteering.
- Make sure event attendees have all the information they need about A Way Out events including to inform you if there are last minute changes, thank you for attending events and get your feedback.



- Arrange speaking engagements with groups and visits with individuals who have requested this to raise awareness about A Way Out’s work and give people opportunities to support.
- Provide postal updates on A Way Out’s work to existing supporters.
- Understand what works in these areas and shape future strategy.

Where A Way Out holds personal data about donors and fundraisers, for example to claim Gift Aid, we do so because we have a legal obligation to do this.

A Way Out also has a legitimate interest in processing personal data about fundraisers and donors for the following purposes. This allows A Way Out to:

- Make sure that you have all the information that you need when fundraising for A Way Out, this may include information about the event that you are taking part in, as well as to thank you for supporting the clients of A Way Out.
- Thank you for your donations to A Way Out and fundraising for us.
- Use the information about individual’s fundraising and donations to understand what works and shape future fundraising strategy.

In all cases, we balance our legitimate interests against your rights as an individual and make sure we only use personal information in a way or for a purpose that you would reasonably expect in accordance with this notice and that does not intrude on your privacy or previously expressed marketing preferences.

Where we process special category data (as mentioned above), we will make sure that we only do so in accordance with one of the additional lawful grounds for processing such as where we have your explicit consent or you have made that information manifestly public. When we do this, we will tell you why we are collecting this information and which lawful basis we are using.

Who has access to data?

Your information may be shared internally, including with staff and volunteers.

A Way Out does not share your personal information with any third parties, other than those listed below.

When we share your personal data with these third parties who perform services for us, we require them to take appropriate steps to protect your personal information, and only to use the personal information for the purpose of performing those specific services.

PROVIDER	SERVICE
123-Reg/Webfusion	Website provision & maintenance Please also see our Cookies Policy
123-Reg/Webfusion	Email provision
Global 4/EE	Phone provision
Cleveland Data Shred	Confidential waste disposal
Virgin Moneygiving* and similar platforms as mentioned in How Does A Way Out Collect this Information, 3.	Enabling donations

Microsoft, (including Teams)*	Computer software, online meetings & cloud storage
Zoom*	Online meetings
Facebook*	Social networking
Instagram*	Social networking
Twitter*	Social networking

* Please be aware that these organisations are data controllers in their own right, and by using any of them your personal information is covered by a different privacy notice. We advise that you read any relevant privacy notices.

We will not share information about you with other third parties without your consent unless the law allows or requires us to, for example:

- Where you provide us with a standing order form containing your bank details we **will pass this on to your bank for processing.**
- There may be very rare occasions when a volunteer's contact details may be shared with a statutory service (e.g. the Police) when reporting a serious incident that occurs during a volunteer support session. A Way Out would always discuss this with volunteers and offer support around this.

We will never share, sell or swap your details with any third parties for the purposes of their own marketing or the monetising of your data.

Some of the data that we collect from you may be transferred to, and stored at, a destination outside the United Kingdom (UK).

Domestic legislation allows for the free flow of personal data from the UK into the EU. The European Commission has given the UK an assessment of adequacy and this allows for continued free flow of personal data from the EU into the UK.

For transfers of personal data from the UK to a destination that is outside the EU we ensure that a safeguard is in place that is recognised by the representative supervisory of the United Kingdom. This is the Information Commissioner's Office (ICO) and the safeguard is to use of one of their standard contractual clauses.

Your rights...

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require A Way Out to change incorrect or incomplete data;
- require A Way Out to delete or stop processing your data, for example where the data is no longer necessary for the purpose/s that we collected it;
- object to the processing of your data where A Way Out is relying on legitimate interests as the lawful basis for processing;
- stop us using your personal data for direct marketing;
- stop us making automated decisions about you, or creating a profile;
- if you have given us your consent to use personal information you can withdraw your consent at any time; and
- ask us to provide a third party with personal information that you have given us in a structured, commonly used, electronic form.

If you would like to exercise any of these rights, please contact us on infor@awayout.co.uk or 01642 655071.

If you believe that A Way Out has not complied with your data protection rights, you can complain to the Information Commissioner at Wycliffe House, Water Lane, Wilmslow SK9 5AF. Tel. 0303 123 1113 email: dpo@ico.org.uk or visit: www.ico.org.uk.

However we would like the opportunity to deal with any complaints ourselves so please contact A Way Out in the first instance.

You can read more about your rights on the ICO website <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

What if you do not provide personal data?

If you do not provide your personal data then A Way Out may not be able to give you all of the information and support that you may need. For example, if you wish to volunteer at A Way Out then we will need you to provide information to support the required DBS check and liability checks, or if you wish to receive email communications then we will need your email address

Automated decision-making and profiling

A Way Out does not use automated decision-making or profiling in ways that will either produce legal effects or significantly affect an individual. We may make automated decisions about communications or create a profile of you as described in “Why does A Way Out process personal data?”

This policy was last updated in June 2021 and will be subject to regular review.

No	<i>Policy Document Change History</i>	<i>Date</i>	<i>Who</i>
4	Reviewed and updated to reflect international transfers of personal data	22.02.22	Catherine Hunt
3	Reference to GDPR changed to UK-GDPR to reflect Brexit changes	20.01.21	AB
2	Updated	21.09.20	Catherine Hunt
1	Initial Release	05/2018	AB