



THE AYLSHAM COMMUNITY TRUST (FAMILIES)

DATA PROTECTION AND PRIVACY POLICY

Policy Reference:	TACT(Families) DP and P policy	Review Frequency:	Every 2 years
Issue Number:	01 (02.12.2024)	Next Review Date:	02.12.2026
Author:	J Tuttle (Trustee)		

Ratified by the TACT (Families) Trust Board on:
2nd December 2024

Signed:

The purpose of this policy statement

TACT (Families) is committed to safeguarding the privacy and protection of your personal data. We are a UK-based charity registered with the Charity Commission. This privacy policy outlines how we collect, use, store, and protect your personal information in compliance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

This policy applies to all individuals whose data we process, including but not limited to donors, volunteers, staff, and users of our services.

What Personal Data Do We Collect?

We may collect and process the following types of personal data:

- **Contact details** (name, address, email address, phone number)
- **Donation information** (amount, payment method, frequency of donation)
- **Volunteer information** (skills, availability, references, DBS checks if applicable)
- **User information** (age, family details, support needs, health information relevant to services)
- **Communication preferences** (how you wish to hear from us)

How Do We Collect Your Data?

We collect personal data directly from you when you:

- Donate to TACT (Families)
- Volunteer or express an interest in volunteering
- Register to receive communications, newsletters, or updates
- Participate in events or activities
- Receive grants or services
- Use our website or engage with us through social media

Why Do We Collect Your Data?

We collect your personal data for the following purposes:

- To manage and process your donations or fundraising activities
- To provide you with updates about TACT (Families) work, events, and campaigns (with your consent)
- To administer volunteer programs and ensure safe and effective volunteer management
- To provide services and support to our users of services
- To comply with legal obligations, including financial record-keeping and reporting
- To communicate with you about TACT (Families) activities, news, and fundraising efforts (subject to your consent)

Legal Basis for Processing Your Data

We process personal data based on the following legal grounds:

- **Consent:** We rely on your consent to send marketing communications, fundraising requests, and other updates about our activities.
- **Contractual necessity:** We may need to process personal data to fulfil our contractual obligations (e.g., processing donations or providing volunteer support).
- **Legal obligations:** We process personal data where required to comply with legal requirements, such as keeping financial records for HMRC or ensuring safeguarding standards.
- **Legitimate interests:** We may process data where it is in our legitimate interests to do so (e.g., for managing volunteers or monitoring the effectiveness of our services).

How Do We Keep Your Data Safe?

We take the security of your personal data seriously and have implemented appropriate systems and organisational measures to protect it from accidental loss, misuse, or unauthorised access. These include:

- Secure online donation platforms
- Password protection and encryption for electronic files
- Regular staff training on data protection
- Limited access to personal data on a need-to-know basis

How Long Do We Retain Your Data?

We will retain your personal data for no longer than necessary to fulfil the purposes outlined in this policy or to comply with legal obligations.

Your Rights

Under the Data Protection Act 2018 and the GDPR, you have several rights regarding your personal data, including:

- **Right to access:** You can request a copy of the personal data we hold about you.
- **Right to rectification:** You can request that we correct any inaccurate or incomplete data we hold about you.
- **Right to erasure:** You can ask us to delete your personal data, provided we are not required to retain it for legal reasons.
- **Right to restriction of processing:** You can request that we limit the processing of your data in certain circumstances.
- **Right to object:** You can object to the processing of your data for marketing purposes or where processing is based on legitimate interests.
- **Right to data portability:** You can request a copy of your personal data in a commonly used electronic format to transfer to another service provider.

To exercise these rights, please contact us at the details provided below.

Sharing Your Data

We will not sell, rent, or share your personal data with third parties for marketing purposes. However, we may share your data with trusted third-party service providers to help us carry out our operations (such as payment processors or IT services). These third parties are required to keep your data confidential and to use it only as necessary to perform services on our behalf.

We may also share your personal data if required to do so by law or in the event of a safeguarding concern or emergency.

Contact Us

If you have any questions about this policy, or if you wish to exercise your rights, please contact us using the following details:

- **TACT(Families) Development Officer:** Monica Harding
- **Email:** mharding@tactfamilies.org
- **Phone:** 01263 733270

11. Changes to This Privacy Policy

We may update this policy from time to time to reflect changes in our practices, legal requirements or legislation.

