

Data Privacy Notice



Your privacy is important to Caraway and we are committed to letting you know how we use your personal information and to making only responsible use of your data. References to “we”, “us”, “you” and “our” in this privacy policy are references to Caraway, a charity registered in England and Wales. Registered charity number: 1177743

Information about you

We may collect personal information from you when you interact with Caraway, for example:

- a) To enable us to provide a voluntary service for the benefit of the public in a particular geographical area as specified in our constitution;
 - b) To administer records of our contacts;
 - c) To fund raise and promote the interests of Caraway);
 - d) To manage our employees and volunteers;
 - e) To maintain our own accounts and records (including the processing of gift aid applications) to ensure the smooth running of the charity;
 - f) To inform you of news, events, activities and services run by Caraway;
 - g) To contact individuals via surveys to conduct research for their opinions about current services or of potential new services that may be offered;
 - h) To communicate and publicise services and events organised by Caraway using messages, photos and video footage on our website and social media platform.
 - i) To notify Charity Commissioners of the details of the trustees as this is a statutory requirement.
- The personal information we collect might include your contact details such as name, date of birth, email address, postal address, telephone number and credit / debit card details (only if you are making a donation or a purchase) as well as information you provide in any correspondence between us.
 - We may also collect health or social information if you tell us about your experience or the experiences of a friend or close relative; however, you can decide whether to remain anonymous or if you are happy to share your personal details. Information recorded by Anna Chaplains will be by your consent and full knowledge and no information will be passed on to other organizations or people without your express consent.
 - We also collect general information about the use of our website , such as which pages users visit most often and which services , events or facilities are of most interest. We may also track which pages users visit when they click on links in our emails. We may use this information to personalize the way our website is presented when users visit them, to make improvements to our website and to ensure we provide the best service for users. Whenever possible, we use aggregated or anonymous information which does not identify individual visitors to our website.

Our use of this information

Your personal information will only be used to process your requests, to provide you with our services and to provide you with information relating to our services. We will share your information to other organizations as already described, for the sole purposes of enabling us to do better. For example, using MailChimp to send out our newsletters.

A special note about the sensitive information we hold:

- If you choose to provide details of a sensitive nature, we only use it for the purposes of dealing with your enquiry or encounter with our staff or volunteers. We will not pass on your details to anyone else without your express permission except in exceptional circumstances. Examples of this might include anyone reporting a serious safety issue or a concern about safeguarding of that person. (We will then refer to the Caraway safeguarding policy).

- If you provide us with any sensitive personal data face to face at a Caraway event, by telephone, email or by other means, we will treat this information with extra care and always in accordance with this privacy policy. Your personal information and details of the enquiries received are stored securely for no longer than is necessary for the purposes of its use. We carry out periodic deletion of data whose retention period of up to 6 years has expired and / or when the need to continue to holding such data is no longer necessary.

Who sees your personal information?

The personal information we collect about you will be used by our staff and volunteers in Caraway only so that they can support you. We will never sell or share your personal information with organizations so that they can contact you for any marketing activities.

Your Information security

We take the security of your personal information extremely seriously. We've implemented appropriate physical, technical and organizational measures to protect the personal information we have under our control, both online and offline from improper access, use, alteration, destruction and loss. And we only keep it as long as is reasonable and necessary, which may be to fulfil statutory obligations (for example, the collection of gift aid).

Here are some of the ways we will protect your personal information:

- Online information received is encrypted, that is it is scrambled before it is transmitted to us so that it remains private even if it is intercepted. (However, unless your internet browser supports this process, you will not be able to take advantage of this level of security). Offline, information is held in a secure database and Office.
- Our website may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites.
- Any debit or credit card details which we receive are passed securely to our payment processing partner, according to the payment Card Industry Security Standards.
- If cookies are used, they will only be used to assist the purposes set out in this privacy policy, but cookies will not be used if we do not consider them to be necessary.

How to update or access your personal information

You may ask us at any time to update your details, correct us or request us to remove your information by:

Writing: Highfield Church Office, Highfield Lane, Southampton SO17 1RL

Email: caraway.soton@gmail.com

Telephone: 023 8055 8234 (Highfield Church Office)

You also have a right to know what personal information Caraway holds about you. To request a copy of your personal information we hold, contact us.

Changes to our privacy policy

Our privacy policy is reviewed from time to time as is necessary and we will inform you of any changes specifically affecting you. Otherwise please check the policy on the website to see what changes have been made that are important to you.

To lodge a complaint, about how we use your personal information, please discuss it with us in the first instance.

You can if the problem is not resolved, contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.