

SPLAT Staffordshire CIC Privacy Policy

Our contact details

Name: SPLAT Staffordshire CIC

Address: The Dudson Centre Hope Street Hanley Stoke on Trent ST1 5DD.

Phone Number: 07895 605 941

E-mail: info@splatstaffs.co.uk

The type of personal information we collect

Your personal data is yours and we want you to be confident that we are using it responsibly and that you can tell us to stop using it if you want.

We currently collect and process the following information:

Parent/Carer:

- Name
- Address/Postcode
- Contact telephone number
- Contact email address

Children:

- Name
- Age
- Ethnicity
- Date of Birth
- Support needs
- Address/Postcode

SPLAT Staffordshire CIC is the **Data Controller** of your personal information.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- So that we can carry out our work

- Keep you informed of sessions, if they are cancelled, change of times etc
- Contact you regarding your child, when they are at a SPLAT Session

How we store your personal information

Your information is securely stored on password protected online storage drives or on our Customer Relationship Management (CRM) system.

Any paper documents containing personal information are scanned or uploaded to password protected to our CRM system and the paper copies securely destroyed.

We will erase documents containing personal data when it is no longer needed. The maximum time that we will keep any documents is two years.

Emails

If you send us an email we keep your email address for correspondence.

Events

If you attend one of our events, we may collect the following information from you:

- Name
- Email address
- Phone number
- Postcode

We may report aggregate statistical information to our funders that does not identify you as an individual.

If you attend one of our events you may be filmed, photographed or recorded. There will be information signs displayed about this or we will ask you for consent. Please speak to a member of staff if you wish not to be recorded.

Images or recordings may be used for promotional purposes or to report to our funders.

Forms

If you complete a form to register your interest, or to be kept informed we may collect your:

- Name
- Email address
- Phone number

- Postcode

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 if you wish to make a request.

Email: info@splatstaffs.co.uk

Phone: 07895 605 941

Post: The Dudson Centre Hope Street Hanley Stoke on Trent ST1 5DD 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@splatstaffs.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

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>