



PRIVACY STATEMENT

1. About this statement

Your privacy and the security of your personal data is important to us. This statement sets out what personal data of yours we hold, what we do with it, where we get it and your rights around your personal data.

If you want to contact us about anything in this privacy statement, our contact details are: Open Door Charity, Bloom Building, 3 Abbey Close, Birkenhead, CH41 5FQ. You can call us on 0151 639 4545 or email us at info@opendoorcharity.com.

You can find this statement on our website, and we have physical copies available to view at our buildings where you access our services.

2. The type of personal information we collect

Examples of personal information we collect include your name, your phone number, your email address, your home address and your date of birth. This list isn't comprehensive, and you can contact us to find out what information of yours we keep.

Some of your data may be considered to be sensitive data, such as ethnicity or sexuality. We'll only ever collect this with your consent, and we'll anonymise this data wherever possible.

3. How we get your data and how we use it

Most of the information we get from you will come directly from you when you access our services, such as Bazaar or booking an event at Bloom. We may get your data from third parties if you donate to us.

We use your data to:

- Allow you to access our services, such as Bazaar, Colours and Oomoo. For example, we may need to call you to check if you're coming to a Bazaar session.
- Allow you to volunteer with us. For example, we may need to contact you to send you updates about your sessions or to let you know when we're closed.
- Process donations or other payments.

We also use data (including sensitive data) to evaluate our own services to see how we can improve, but we'll always use anonymised data for this and you'll never be able to be identified by the data. However, we may use your personal data to invite you to surveys or research.

Under UK General Data Protection Regulation (the law that tells us what we can and can't do with your data), we need to give a lawful basis for processing your data.

If you're accessing our services or volunteering with us, the lawful basis is **consent**, and we'll always ask for your consent when you sign up with us. You can withdraw your consent at any time. If you're under 18, we'll ask for consent from your parent or carer, but you can still contact us if you have any questions about your personal data.

In some cases, the lawful basis for processing your data may be because we have a **contractual obligation**, for example, if you're hiring the Bloom Building for an event.

We will never sell your personal data. We'll only ever share your personal data with trusted third parties if we have an information sharing agreement in place which means that they will have to comply with this privacy statement.

4. How we store your data

Your data will always be stored securely. Our IT systems are password protected, and we store our data on Tacklit, which is secure and complies with several data protection laws and regulations around the world. We may also store data on Google Drive or other cloud-based storage services in password-protected files.

We'll only keep your information for as long as we need it. Our data retention policy is to destroy personal data after two years unless you're still actively using our services. Data stored securely on Tacklit or cloud-based storage systems such as Google Drive will be deleted, and any physical data (such as forms) will be securely shredded.

5. Your rights

You have rights around your personal data. These are:

- **Right of access** – you can always ask us for a copy of the personal information we hold on you.
- **Right to rectification** – you can tell us to correct any information that you think is inaccurate. You can also tell us to complete any information that you think is incomplete.
- **Right to erasure** – you can tell us to delete your personal data.
- **Right to restriction of processing** – You can tell us to restrict the processing of your personal information.

You'll never have to pay for a request to do with your personal data, and if you make a request we have one month to respond to you.

6. Marketing

We'll always ask for your consent if we want to contact you about our work and how you can support us in any marketing materials. Some examples of things we may contact you about include newsletters, events and fundraising.

If you want to update your contact preferences or if you want us to stop contacting you, contact us or click the unsubscribe link. It can take up to a month for these changes to take effect.

7. How to make a complaint

If you'd like to make a complaint, feel free to contact us with the information at the top of this notice. You can also complain to the ICO if you're unhappy with how we've used your data. The ICO's address is: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The ICO's number is 0303 123 1113, and you can visit the website at <http://www.ico.org.uk>.