

The Cellar Trust

Privacy Notice



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Accessibility	Staff: Intranet Volunteers, Students, Clients and others: please email informationgovernance@thecellartrust.org	
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1. Introduction

The Cellar Trust is a charity working in Bradford district to support people struggling with their mental health move forward in their recovery and live independent, fulfilling lives.

References to “we”, “us” or “our” in this privacy policy are references to The Cellar Trust, a company limited by guarantee registered in England and Wales, registered company number: 2304802; and a charity registered in England and Wales, registered charity number: 701982.

Your privacy is very important to us, and we are committed to letting you know how we use your personal information and how we use your data responsibly. We will never give out or sell the information we have to a third party unless we have your consent or are required to by law in special circumstances.

We are a “data controller” for the purposes of the UK General Data Protection Regulation (GDPR) 2016. This means that we are responsible for, and control the processing of, your personal information.

For further information about our privacy practices, please contact Helen Horsman our Data Protection Officer (DPO) by:

- Writing to The Cellar Trust, Farfield, Farfield Road, Shipley BD18 4QP
- Calling us on 01274 586474
- Emailing informationgovernance@thecellartrust.org

If you have concerns about how we are holding and processing your data you can also make a complaint to the Information Commissioner's Office by visiting: <https://ico.org.uk/>

2. What is a Privacy Notice?

A Privacy Notice is a statement by The Cellar Trust which tells you how we use the personal information we hold about you. We are committed to being transparent about how we collect and use your data to meet our obligations under the Data Protection Act 2018 and the UK General Data Protection Regulation (GDPR).

3. What information do we collect and why?

Data protection laws require us to inform you about the purposes for which we use your personal data. We are also required to have, and to inform you of, the legal basis we rely upon for such use. 'Legal bases' are the legal reasons for our use of your personal data – these are set out in data protection laws.

We cannot use your personal data if we do not have a valid legal basis for such use.

Category of Personal Data	Purpose of Processing	Legal Basis for Processing
First name, last name, initials, title, contact details (work or personal), work history and skills	If you have visited the website or our premises and provided your information to The Cellar Trust to volunteer, to apply for a job, to donate to The Cellar Trust, or sign up to receive communications from The Cellar Trust.	To perform the contract, we have with you or because it is in our legitimate interests to ensure we know who is visiting our premises or who we are recruiting, and to uphold our policies and ensure a fair and safe working environment. We rely on consent where you have signed up to receive communications from The Cellar Trust.
Images and video recordings	For visitors of The Cellar Trust premises, we operate close-circuit television (CCTV) outside the building and in the main reception	It is in our legitimate interests to process this data for safety and security reasons.
Technical information and log and usage information	To improve the user's experience when using this website.	Where you have consented/opted in to the use of cookies when accessing the website.
Financial/banking information	Enable donations to The Cellar Trust	Performance of a contract

4. How we obtain your data

<p>When you interact with us directly</p>	<p>This could be if you ask us about our activities, register with us for our newsletter, make a donation to us, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This could be contact in person, over the phone or by email.</p>
<p>When you visit our premises</p>	<p>Visitors to The Cellar Trust are required to sign in and out at reception, this helps us know who is in the building at all times. We also operate closed-circuit television (CCTV) outside the building and in the main reception area. We use a third-party security company to monitor CCTV. CCTV recordings are retained for 30 days, unless we are required to retain a recording for longer. The purpose for processing this information is for security and safety reasons.</p>
<p>When you visit our website</p>	<p>We gather general information which might include which pages you visit most often and which services, events or information is of most interest to you. We may also track which pages you visit when you click on links in emails from us. We also use "cookies" to help our site run effectively. There are more details below – see the section on 'Cookies'. We use this information to personalise the way our website is presented when you visit to make improvements and to ensure we provide the best service and experience for you. Wherever possible we use anonymous information which does not identify individual visitors to our website.</p>
<p>Cookies</p>	<p>We use cookies on our website. A cookie is a small file which asks permission to be placed on your computer's hard drive and it helps us to recognise and track users in order to provide them with a better online experience. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies mean that websites respond to you as an</p>

	<p>individual and can adapt to your needs, likes and dislikes by gathering and remembering information about your preferences.</p> <p>We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to user's needs. We only use this information for statistical analysis purposes and then the data is removed from the system.</p> <p>Cookies help us provide you with a better website because we can monitor which pages you find useful and which you do not. A cookie will never give us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you want to.</p>
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5. Data Retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal, accounting or reporting requirements.

6. Who has access to your data?

Your information may be shared internally, including staff members involved in finance and marketing. We may also share your information with trusted third parties, such as a security company operating our CCTV. We require third parties to respect the security of your data and treat it in accordance with the law. We will share your information with third parties where required by law, where it is necessary to administer our relationship with you or where we have another legitimate interest. All our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

We do not currently use the services of any supplier outside the United Kingdom (UK) and European Economic Area (EEA) so no personal information is transferred, processed and stored outside the UK or EEA. You should be

aware that, in general, legal protection for personal information in countries outside the UK/EEA may not be equivalent to the level of protection provided in the UK/EEA. If we do decide to use a supplier outside the UK/EEA we will take steps to put in place suitable safeguards to protect your personal information.

We will only pass on your information without your consent when there is a situation that indicates you may be a danger to yourself or someone else, or information about a child at risk of harm or neglect.

7. **Automated Decision Making**

We do not expect that any decisions will be taken about you using automated means, however we will notify you in writing if this position changes.

8. **Your Legal Rights**

You have various rights relating to the data we hold about you (however some of these depend on the legal basis on which we hold your data):

- You can request copies of all the personal information that we hold about you.
- You can withdraw your consent for us to use your personal information (where we rely on your consent to process it – see the table above).
- You can ask us to change inaccurate data.
- You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no legal basis for keeping it.

- You can ask for us to transfer your data to another party or restrict its use.

If you have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent at any time. Once confirmed, we will no longer process your information for the purpose you originally agreed to, unless we have another legitimate basis for doing so in law.

9. **Accessing Your Data**

You will not have to pay a fee to access your personal information. However, if we think that your request is unfounded or excessive, we may charge a reasonable fee or refuse to comply with the request. We may need to confirm your identity or ensure your right to exercise your legal rights. This is another

appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

If you wish to access the personal data, we hold about you please complete the Subject Access Form available to download on our website via the Privacy Policy webpage: <https://www.thecellartrust.org/privacy/>

10. **Changes to this Privacy Notice**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

11. **Queries and Further Information**

If you have any questions about how your data is processed, please contact our DPO – Helen Horsman by calling 01274 586474 or emailing informationgovernance@thecellartrust.org. You can also make a complaint to the Information Commissioner's Office by visiting: <https://ico.org.uk/>

The Cellar Trust is dedicated to providing the best quality service for all of our clients. We also want to ensure all our partners, donors and anyone coming into contact with our organisation has a great experience. As part of this commitment, we take people's views very seriously and welcome any feedback whether it is positive or whether it is to express dissatisfaction with the service or organisation.

We recognise that from time to time there may be occasions when people may feel that the quality or level of service provided falls short of what they could reasonably expect. It follows that everyone has a right to complain if they feel dissatisfied with the service they have received. Everyone should be informed of this right when they first come to The Cellar Trust and the information should be easily accessible via our website.

All complaints shall be treated with regard to the Confidentiality Policy.