

# Feedback Privacy Notice

## 1 Introduction

Bishop Creighton House(BCH) is committed to respecting and protecting your privacy. We believe in making things easy for people we interact with. We know there's nothing more off-putting than the sight of a lot of small print, so we've made our Privacy Policy clear, simple and easy to read.

This Privacy Notice describes how we process personal data when we get feedback from you either as a

- Volunteer: how volunteering is going
- From clients: about service delivery or events
- From event holder: about the events

Our privacy notice is structured by providing you with information about how we manage data relevant to all our interactions with you - for example your data protection rights, who to contact, who we share your data with. We then have answers to the common questions that people ask about how we protect data for this interaction.

## 2 What's changed?

There have been no material changes to the policy since it was last updated. We have changed the way it is presented.

## 3 Our promise to you

BCH is committed to protecting your privacy. We will always keep your personal information safe and will never sell it to third parties. We will be clear and open with you about why we collect your personal information and how we use it.

## 4 Who is in control of your information?

We never lose sight of the fact that it is your personal information and you own it and can choose who has access to it and how it is processed.

BCH are registered as the 'Data Controllers' with the Information Commissioner's Office (ICO).

Details are published on a register on the ICO website where you can also find lots of useful information about Data Protection, what it means to you as an individual and how it applies to companies like BCH.

The law within the European Economic Area gives those whose personal data is held by BCH specific rights to control the personal data held about them. These include the right to:

- right of access - to obtain from BCH, confirmation that personal data is held, as well as a written description of such personal data, the purpose(s) for which it is being used, the source(s) of the personal data and details of any recipients
- request corrections of personal data which is inaccurate
- request deletion of data where there is no need for BCH to keep it
- request BCH stops processing associated your personal data
- request we provide you the personal data you have provided us in an electronic format e.g CSV file
- object to any unsolicited information sent by BCH regarding promotions or new products and services
- ask for human intervention in automated decision making, note, however BCH has no automated decision making processes .
- right of withdraw consent to processing personal data at any time

If any individual wishes to contact BCH regarding the personal data held about them or has any other question about BCH data privacy procedures, they should direct an email to Rory Gillert - [RGillert@creightonhouse.org](mailto:RGillert@creightonhouse.org) send a letter to Rory Gillert at 378 Lillie Road, London SW6 7PH.

If any individual wishes to complain about how BCH is handling data or responding to requests they should contact the Information Commissioners Office - <https://ico.org.uk/concerns/handling/>

## 5 What we do with your data?

### 5.1 How does BCH obtain personal data?

The data used was collected from you when the signed up as a volunteer or client or signed up for an activity or event or make an enquiry.

#### **5.2 What types of personal data does BCH collect and use?**

We use basic contact information to make the request for feedback.

Most feedback can be provided anonymously and we would not generally expect to collect any personal data as part of feedback.

#### **5.3 How does BCH use the personal data it holds?**

To contact you to ask how we can improve our services.

#### **5.4 What processing of personal data is done?**

We create a set of questions for the feedback being requested. This could be about a specific event that we held or questions about one of our services or newsletters.

We select the relevant people to be included in the feedback requests.

Where we are going to request electronically we will send people a link to the questionnaire. Some feedback questionnaire may be handed out at or after an event. We may phone people to ask for their feedback.

Where individuals have provided contact details we will follow up.

The basis we do the processing is legitimate interests.

#### **5.5 Who does BCH share personal data with?**

We rely on volunteers who provide services on our behalf, and they may be involved in collecting and processing feedback.

Where we use electronic surveys we use Survey Monkey to create and manage the surveys

#### **5.6 How long does BCH keep the personal data it holds?**

Information about our clients and volunteers is kept for seven years after they stop having a relationship with us.

Survey information will generally be kept for up to two years.

#### **5.7 Does BCH transfer personal data overseas?**

Where we collect feedback electronically we use Survey Monkey. Survey Monkey is a US based company with its servers based in the US.

#### **5.8 How does BCH protect the personal data it holds?**

All our volunteers have signed an agreement with us to keep the data safe, and they will manage the data in the way that we tell them to. Where we ask you for feedback from events we use SurveyMonkey which is a US based company.

We rely on the Privacy Shield Framework to transfer this information to Mailchimp.

### **6 Children's data**

Where BCH provide links to websites of other organisations or refer to other services this privacy notice does not cover how those organisations processes personal information.

We would encourage you to read the privacy notices for the other organisations and websites you visit.

### **7 Links and other services**

BCH regards the confidentiality and security of personal data we hold very seriously. BCH has implemented appropriate internal security procedures that restrict access to and disclosure of personal data within BCH. These procedures will be reviewed from time to time to determine whether they are being complied with and are effective. Where data is shared by third parties they are bound by contract to do the same.

BCH has implemented security measures e.g. it has achieved the Cyber Essentials Certification.

### **8 How is data protected?**

#### **9 Policy updates**

As part of BCH's commitment to compliance with data privacy requirements, and to reflect changes in BCH's operating procedures, BCH may update the terms of this policy from time to time.

#### **10 Contact details**

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### **Last Updated**

Jul-18