



EPIC Restart Foundation Privacy Statement

This document explains why we collect your personal data, what we record, how it is used and stored, and what rights you have relating to it.

We are the EPIC Restart Foundation, a UK registered charity (number 1192907). We provide practical support, training, and advice to those recovering from a gambling disorder.

The Foundation's Programme of activities aims to provide useful and constructive tools to support those who have suffered gambling harm - to build resilience, find new and meaningful opportunities, and so positively restart and rebuild lives in recovery.

We are the Data Controller for the personal data that we process.

We are committed to keeping your personal data safe and secure, and to meeting the requirements of the EU General Data Protection Regulation ("GDPR"), the Data Protection Act 2018, the Privacy and Electronic Communication Regulations 2003 ("PECR") and any other laws that might apply.

We keep this Privacy Statement up to date to help you understand what we do with your personal data.

YOUR DATA AND HOW WE USE IT

What is personal information?

Personal information can be anything that identifies and relates to a living person. This can include information that when linked with other information, allows a person to be uniquely identified. For example, this could be your name and contact details. The law treats some types of personal information as 'special' because the information requires more protection due to its sensitivity. This information consists of:

- Racial or ethnic origin
- Sexuality and sexual life
- Religious or philosophical beliefs
- Trade union membership
- Political opinions
- Genetic and bio-metric data
- Physical or mental health
- Criminal convictions and offences

We collect and process personal data to fulfil our charitable purpose. When we collect your personal data, we aim to be clear about our reasons for doing so, and we will only use it as you would reasonably expect.



In general, when you:

- visit our website
- communicate with us
- apply to take part in our programme
- take part in any research or evidence gathering or an event with us
- donate to us

at some point we will need to collect and use some of your personal data. We will do our best to keep your information up to date. Please let us know if your details change.

We want to be open, honest, and fair in the way that we use your data.

We use carefully chosen partners and suppliers, including EPIC Risk Management Ltd, to help us deliver our programme. This sometimes means we need to share some of your personal data with them. For example, this could be to make sure that you are not served food that you are allergic to, or to send you information about a course being delivered by one of our partners. Our contracts with our partners and suppliers require them to only act on our instructions, to keep your data secure and to comply with data protection laws.

We protect your personal data and will never sell it to anyone. We always keep control of your data. If asked by the police, or other regulatory or government authority, we may be required by law to pass on your personal data to them, and we might not be allowed to tell you if this happens.

The rest of this Privacy Statement goes into more detail about what we do with your personal data depending on your relationship with us.

WHEN YOU VISIT OUR WEBSITE

We collect personal data when you use this website. Some of the personal data is freely provided by users, whilst some of it is collected automatically.

This information is collected anonymously unless you have also given us your personal details through another action on our site (like filling in a contact form).

We need to collect this data to help us to keep our systems secure, and to keep improving our website.

COOKIES

Cookies are small files that are put onto your device when you visit websites like ours. We use cookies to collect information that helps us improve your user experience.

The cookies we use are not used to identify you personally. We will not sell your information to any third parties.

We use cookies to see which of our pages you visit and allow you to share our pages through social networks such as Facebook. You can disable cookies in Chrome or refuse to accept cookies by using the settings in your browser. By continuing to use our website, you agree to our cookie policy.



IF YOU TAKE PART IN OUR RESEARCH OR EVIDENCE GATHERING

We may ask for your personal data if you take part in any of our research or evidence gathering activities. For example, completing an online survey or participating in a Q&A online session. We do this to learn how we should shape our programme to help people in the future.

This information would be given to us with your consent and could include a variety of personal information such as your name, age, gender, your regional location, your employment status and whether you have any dependents. We ask for this information to learn more about the needs and interests of people recovering from gambling harm and to enable us to create activities that are directly relevant for them. We might also ask for an email address to contact you and find out if you are interested in taking part in our programmes in the future.

We will keep your personal data given to us in research or evidence gathering safe and will not publish it unless anonymised.

IF YOU TAKE PART IN OUR PROGRAMMES

We may be given some of your personal data by someone who refers you to our Programmes. This information is usually only given to us with your consent and includes your name and email address. We use this information to contact you and find out if you are interested in taking part in our programmes.

If you apply to take part in our programmes, we will need you to fill in an application form. We will gather personal information directly from you during this process and throughout the course of your relationship with us. If you join our programme, we collect your contact details as we will need to send you essential information about our activities.

Sometimes we might ask you to complete a medical form before you take part in any outdoor or physical programme activities. We might collect this data from you online or on paper. This might include collecting sensitive personal information including:

- date of birth
- emergency contact
- gender
- medical information, including allergies and medical conditions
- dietary information
- any other information you decide to tell us that helps us look after you.

This sensitive data is confidential, and we take extra care with it. We only use it to keep you and those around you safe and well. After your course, we need to look after this data for some time, along with other records about your time with us. This helps us to meet our legal responsibilities.

We also collect:

- your contact details

We may need to send you essential information about our programme.

During or after your course we may also collect:

- your responses to any evaluation questions



- any feedback you give us.

This information is used to help us keep improving our Programme and the way we work with you and others, or to evaluate and report on the impact of our work - in which case it is usually anonymised. We will always ask your permission if we want to use your name in any of our evaluation reports or marketing material. Evaluation and feedback are done in line with our legitimate interest as a charity.

We may also keep a record of your meetings with your Programme Support Mentor. This is to enable your Mentor to support you and help you get the most out of our programme.

IF YOU TOOK PART IN OUR PROGRAMME IN THE PAST

We will keep an archive of our programmes, so we may have records of:

- your name, age, and other basic information about you at the time
- photographs of you when you took part in our programme
- other paperwork from the programme which may have your personal data

Exactly what information we hold will vary. For further information please contact Sharon Parr, Chief Executive Officer at sharon@epicrestartfoundation.org

IF YOU ARE A DONOR, OR A PROSPECTIVE DONOR

If you have donated to us, or if we consider you to be a prospective donor, the personal data we hold on you may include:

- your name and contact details
- your preferences on how to contact you
- your history of donations to us
- invoicing or Request for Donation information
- your job title and other information about the company you work for
- general information about your interests and business activities
- records of events you have attended with us
- your history of support for us
- records of your written communications with us.

We usually gather or generate this information while setting up or fulfilling your donation agreement with us. If you are not yet one of our donors, we might have obtained information from publicly available sources through our prospect research. This information is used in line with our legitimate interest as a charity reliant on fundraising. You always have the option to opt out of any messages we send you, and you can request at any time that we stop processing your data or delete it.

HOW WE LOOK AFTER YOUR PERSONAL DATA

We hold and process your personal data on the Epic Restart Foundation's computer systems. We sometimes use our supplier's systems for certain tasks. We continually improve our processes and systems. We consider data protection by default and by design.

We will only send your data outside the UK:



- with your consent, or
- to comply with a lawful and legitimate request, or
- if we use service providers or contractors in other countries.

If we do transfer your information beyond the UK, we will make sure that it is protected in the same way as if it were being used in the UK. We will use appropriate safeguards. If we propose to make a transfer in response to a lawful and legitimate request, we will normally tell you in advance unless there are compelling reasons, such as law enforcement or, reasons of safety which justify not doing so.

SECURITY

We take the security of data very seriously. We operate Clean Screen and Clean Desk policies, and Our staff undergo data protection training to support the handling personal data. We always retain overall control of your data.

CHANGES TO THIS STATEMENT

We may update this Privacy Statement from time to time. The latest approved version of this policy will always be available on our website.

If we make any significant changes in the purposes that we use your personal data for, we will make this clear on our website or contact you directly.

YOUR DATA RIGHTS

You have the following rights relating to your personal data. If you want to exercise any of your data rights, just contact us using the details below. We may need to check that you are who you say you are, to keep your data safe.

The rights to know what data we hold about you, what we use it for, and to request a copy of personal information held about you.

We aim to provide this information within one month. It will help us if you can be specific about the types of data you would like a copy of.

The right to request that any inaccuracies be corrected.

We will usually be able to do this immediately, although in some circumstances it might take us up to one month to complete your request.

The rights to request us to stop processing your personal data and to request us to delete your personal data.

There might sometimes be good reasons why we need to keep some data, even if you have asked us to delete it. For example, if you have asked us not to send emails to you, we will need to keep your email address to check against so that we do not accidentally send you emails in future.

The right to complain to the Information Commissioner's Office or the Fundraising Regulator

You can do this at any time. The Information Commissioner's Office can be found at ico.org.uk.



CONTACT US

Please get in touch if you have any questions about this policy, would like us to stop sending you messages or using your data, or if you would like to exercise any of your personal data rights.

Telephone: **01942 494913**

Email: **info@epicrestartfoundation.org**

Registered Office: Suite 2, Northern Diver Building, Appley Bridge, WN6 9AE

DATA PROTECTION OFFICER

Our Data Protection Officer is Sharon Parr, Chief Executive Officer

Email: **sharon@epicrestartfoundation.org**

Updated February 2022