



Learn to Love to Read Privacy Notice

Your personal data – what is it?

Personal data is information relating to individuals which allows them to be identified. Identification can result either directly from the information in question or from that information in combination with other information. Personal data includes such information as name, email, phone number, address, as well as material such as photographs and video. The processing of personal data is governed by the General Data Protection Regulation - the GDPR - and other legislation relating to personal data and rights such as the Human Rights Act 1998.

Who are we?

This Privacy Notice is provided to you by Learn to Love to Read, Registered Charity number 1175288, which is the data controller for your data. It sets out a description of what data we process and for what purpose.

Our promise to you

We guarantee we will comply with our legal obligations not to collect or retain excessive amounts of data; to store personal data securely; keep personal data up to date and to destroy it safely when it is no longer needed.

Learn to Love to Read customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Post: Learn to Love to Read, St. Michaels & All Angels Church, 71 Wimbledon Park Road, London SW18 5TT

Email: matilda@l2l2r.org

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery:**

- Names and contact details
- Addresses
- Date of birth
- DBS details
- Emergency contact details
- Purchase or account history

- Health information (including dietary requirements, allergies and health conditions)
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Identification documents
- Opinions and feedback on our services
- Comments and reports on reading progress
- Information relating to compliments or complaints
- Essential cookies on our website. These are required for core functionality and security, including securing forms and data submissions, and managing the checkout process for events.

We also collect or use the following special category information to **provide services and goods, including delivery**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences
- Recorded images, such as photos or videos
- Records of consent, where appropriate

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **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. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - Much of our data is processed because it is necessary for the legitimate interests of the charity. An example of this would be using email and phone details to keep volunteers informed about termly dates and activities. We will always take into account your interests, rights and freedoms. Some of our processing is necessary for compliance with a legal obligation. An example of this would be using your data to arrange a DBS check as part of our safeguarding work to protect the children we support. We may also process data if it is necessary for the performance of a contract with you, or to take steps to enter into a contract. An example of this would be employment contracts for staff or specific contracted work.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. An example of this would be collecting and processing contact information for supporters who sign up to receive our newsletter.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Where we get personal information from

- Directly from you
- Schools or other education organisations
- References

How long we keep information

Data category	Retention period	Notes
DBS	N/A We do not keep paper copies	We create vetting sheets with the date, type of check, reference number and decision but do not keep the paper copy of the DBS - this goes to the volunteer or member of staff.
Employee and volunteer data including ID checks	Delete within 6 years of ceasing to be an employee or volunteer. If a former employee or former volunteer asks for their data to be deleted, this must be done within 30 days. If photos of ID documents have been provided for an ID check for DBS, these should be deleted once the DBS check is complete.	Legal obligation for employment records According to NCVO, there are no clear guidelines on how long volunteer data should be kept so in this instance we will treat volunteers as we would employees.
Staff, trustee or volunteer applicant data whose applications do not progress	6 months, although we should retain their name (but no other information) on our database so we have a record of applicants, and email address if they have opted into communications. Where we want to keep a CV on file for the future, we will obtain consent from the individual.	Completed application forms, CVs and reference for unsuccessful job applicants. Application forms and references for unsuccessful volunteer applicants or those who decide not to progress their application.
Beneficiary data (families we work with)	Duration of involvement + 2 years	For reporting and impact and to provide further support if needed
Marketing and communications	Until consent is withdrawn	For fundraising and communication purposes
Financial records	6 years	Complies with accounting and auditing standards
Safeguarding information about children	Until the child is 25 years old	NSPCC guidelines
Safeguarding information about adults	Until they reach their normal retirement age or for 10 years – whichever is longer (IRMS, 2019;	NSPCC guidelines For example:

	Department for Education,2022). This applies to volunteers and paid staff.	• if someone is 60 when the investigation into the allegation is concluded, keep the records until their 70th birthday • if someone is 30 when the investigation into the allegation is concluded, keep the records until they are aged 65
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For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who we share information with

- Organisations we need to share information with for safeguarding reasons
- Relevant regulatory authorities
- Organisations we're legally obliged to share personal information with
- Data processor, e.g. payroll organisation

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: matilda@l2l2r.org

Post: Learn to Love to Read, St. Michaels & All Angels Church, 71 Wimbledon Park Road, London SW18 5TT

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO by contacting them by telephone on 0303 123 1113, online at www.ico.org.uk/make-a-complaint or by post at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF