

The Welcome Centre Privacy Notice

At The Welcome Centre (TWC) we take data protection very seriously, and are committed to protecting any personal data shared with us, whether directly or through third parties. Our data protection practices are fully compliant with General Data Protection Regulation (GDPR).

This notice explains why and how we collect, store and use personal data, and the steps you should take if you would like to find out more about TWC's data protection practices.

Our Data Protection Officer, Ellie Pearson, is happy to answer any questions that you have. Please email any questions to ellie.coteau@thewelcomecentre.org

When does TWC collect personal information?

We sometimes need to collect personal information from people who interact with us. This could be for a variety of reasons, such as if you:

- sign up for our newsletter
- support us financially
- apply to work or volunteer with us
- access the support of our food bank or development worker

How does TWC collect personal information?

We may collect personal information when provided to us:

- In person
- By phone
- By email
- By post
- Online

All of the information we collect is provided to us directly by you, or is shared with us by a third party, with your permission.

How does TWC store personal information?

We make it a priority to ensure any personal data we hold is stored securely at all times. We have introduced physical, technological, and organisational measures to protect electronic and hard copy data from loss, theft, and misuse.

Can I see the personal information TWC holds on me?

You have a right to access the personal information we hold on you, and to ask us to correct or remove any inaccurate information. To request a copy of the personal information we hold on you, please contact our Data Protection Officer using the details below.

- Post: The Welcome Centre, 15 Lord Street, Huddersfield, HD1 1QB
- Phone: 01484 515086
- Email: ellie.coteau@thewelcomecentre.org

Do you use all the personal information you hold in the same way?

We collect and use different information for different groups of people:

- people who support TWC
- people supported by TWC
- people who are part of the TWC team

Further information on the information we collect for each of these groups, and how we use their information, can be found below.

People who support TWC

We collect and store information about the people who support us, including people who make financial donations, book to attend our events, or sign up to our newsletter. Any information we collect is provided to us consensually by supporters themselves. If people choose to support us anonymously, we do not collect any of their personal information.

What information do we collect?

- Name
- Contact details
- Contact preferences
- Credit/ debit card details (where necessary)

What do we do with this information?

We use this information only for the purposes you have consented to. For instance if you have signed up to receive our newsletter, your contact details will be stored so that we can include you in newsletter mailings, or if you have given

us permission to claim Gift Aid on a financial donation, your name and address details will be submitted to HMRC as part of our Gift Aid claim.

How long do we keep this information?

We keep different types of information for different lengths of time, following legal and best practice requirements. For instance, by law we must keep Gift Aid records for six years, whereas we review the information in our newsletter mailing lists every two years.

Who can see this information?

Only approved members of TWC staff can access supporters' information. We do not share your information with third parties without your permission, apart from when required to do so by law.

People supported by TWC

We collect and store information about the people we support. This data is provided to us by referral agencies, or directly by clients.

What information do we collect?

- Name
- Date of birth
- Address
- Nationality
- Reasons support needed
- Type of support needed
- Other agencies providing support

What do we do with this information?

We use your personal information to help us make sure that the support we provide is tailored to your individual needs. We also monitor and analyse information about people accessing our support, so we can improve our support services on an ongoing basis.

How long do we keep this information?

We review all personal data annually to ensure that it is still accurate. We redact all data about previous support you have accessed from TWC after one year, and your records are removed entirely after three years of inactivity.

Who can see this information?

Only TWC staff and certain approved volunteers can access this information. We do not share your information with third parties without your permission, apart from when required to do so by law.

People who are part of the TWC team

We collect and store information about our staff and volunteers. This information is provided to us by staff and volunteers themselves, or by referees with the permission of staff and volunteers.

What information do we collect?

- Contact details
- Work, education, and qualifications history
- Medical information
- Bank details (for payment of wages/expenses)

What do we do with this information?

We use this information as part of our recruitment process, and to administrate staff and volunteer functions. We also monitor and analyse information about the TWC team, so we can develop and improve our workplace.

How long do we keep this information?

Major records (including letters of appointment, contracts, references, training and disciplinary records) are stored for six years. Minor records (including attendance books, annual leave records, and timesheets) are kept for two years.

Who can see this information?

Only certain approved TWC staff and volunteers can access this information. We do not share your information with third parties without your permission, apart from when required to do so by law.