

Winchester Talking Newspaper – Privacy Policy

1. INTRODUCTION

Winchester & District Talking Newspaper Association (charity no. 1000177) is committed to protecting your privacy and security. This policy explains how and why we use your personal data, to ensure you remain informed and in control of your information.

This Privacy Notice applies to anyone that the Charity comes into contact with, including but not exclusively; users of the service, volunteers, the general public, professional contacts.

Winchester Talking Newspaper asks its supporters to “opt-in” for marketing communications. This means you’ll have the choice as to whether you want to receive these messages and be able to select how you want to receive them (email, phone, or post).

You can decide not to receive communications or change how we contact you at any time. If you wish to do so please contact the Charity by emailing info@winchestertalkingnews.com, writing to the Chairman at 4 Chesil Street, Winchester, SO23 0HU or telephoning 01962 808085.

We will **never** sell your personal data and will only ever share it with organisations we work with where necessary and if its privacy and security are guaranteed.

Questions?

Any questions you have in relation to this policy or how we use your personal data should be addressed to the Chairman, Winchester & District Talking Newspaper Association, 4 Chesil Street, Winchester, SO23 0HU.

2. ABOUT US

In this policy wherever you see the words ‘the Charity, ‘we’, ‘us’ or ‘our’ it refers to Winchester & District Talking Newspaper Association.

3. WHAT INFORMATION WE COLLECT

We collect data you provide to us in the course of our usual operations. This includes information you give when joining or communicating with us and could include details of how you’ve helped us by volunteering or being involved with our campaigns and activities.

For example:

- Personal details (name, email, address, telephone etc.) when you become a service user or supporter;
- Medical and next of kin information when you attend an event requiring this.

If you decide to donate to us then we will keep records of when and how much you give to a particular cause.

How long we store information

How long information will be stored for depends on the information in question and what it is being used for. We will regularly review what information we hold and delete what is no longer required.

Information from third parties

We sometimes receive personal data about individuals from third parties. For example, we may be contacted by someone on your behalf asking for you to receive recordings from us.

Your information may be shared with us by independent third parties when you have indicated that wish to support the Charity with your consent (for example, JustGiving or

Virgin Money Giving). You should check their Privacy Notice when you provide your information to understand fully how they will process your data.

Sensitive personal data

We do not normally collect or store sensitive personal data (such as information relating to health, beliefs or political affiliation) about supporters and service users. However, there are some situations where this will occur (e.g. information about your visual impairment). If this does occur, we'll take extra care to ensure your privacy rights are protected.

Accidents or incidents

If an accident or incident occurs on our property, at one of our events or involving one of our volunteers then we'll keep a record of this (which may include personal data and sensitive personal data). We may also be required to share this with the appropriate statutory bodies.

Volunteers

If you are a volunteer then we may collect extra information about you (e.g. references, criminal records checks, details of emergency contacts, medical conditions etc.). This information will be retained for legal reasons, to protect us and you (including in the event of an insurance or legal claim) and for safeguarding purposes.

4. HOW WE USE INFORMATION

We only ever use your personal data with your consent, or where it is necessary in order to:

- comply with a legal duty;
- protect your vital interests;
- for our own (or a third party's) lawful interests, provided your rights don't override these.

In any event, we'll only use your information for the purpose or purposes it was collected for (or for closely related purposes):

Marketing

We use your personal data to communicate with you, to promote the Charity and to help with fundraising. This includes keeping you up to date with our news, updates, campaigns and fundraising information. For further information on this please see **Section 6**.

Administration

We use personal data for administrative purposes. This includes:

- receiving donations (e.g. direct debits or gift-aid instructions);
- maintaining databases of our volunteers, service users and supporters;
- fulfilling orders for goods or services (whether placed online, over the phone or in person);
- helping us respect your choices and preferences (e.g. if you ask not to receive specific or marketing material, we'll keep a record of this).

5. DISCLOSING AND SHARING DATA

We will **never** sell your personal data.

In general we will not share your data with any other organisation but for example, if you register to attend an event being jointly organised by us and another charity we might share information for the purposes that you have provided the data to us.

6. MARKETING

The Charity asks its supporters to “opt-in” for marketing communications; meaning the services offered by our Charity including:

- volunteering opportunities and how you can help;
- appeals and fundraising;
- our events, activities and local groups;
- information about products, services and offers specifically relating to those with sight impairment (our own, and those of third parties which may interest you);
- leaving a legacy;

You have the choice as to whether you want to receive these messages and be able to select how you want to receive them (post, phone, email).

You can decide not to receive communications or change how we contact you at any time. If you wish to do so, please email info@winchestertalkingnews.com, write to the Chairman at 4 Chesil Street, Winchester, SO23 0HU or telephone 01962 808085.

Newsletters and magazines

Regular audio recordings are provided as a benefit to our service users. We send these out to all our users (unless you specifically ask us not to) and you can choose to unsubscribe by notifying us.

Fundraising

As a charity, we rely on donations and support from others to continue our work. From time to time, we may contact you e.g. about an appeal or to suggest ways you can raise funds.

As with other marketing communications, we'll only contact you specifically about fundraising if you've opted into to receiving marketing from us (and you can, of course, unsubscribe at any time).

7. YOUNG PEOPLE

At present none of the services we offer are aimed specifically or uniquely at young people.

8. KEEPING YOU IN CONTROL

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which include:

- the right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request);
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason);
- the right to have inaccurate data rectified;
- the right to object to your data being used for marketing or analysis; and
- where technically feasible, you have the right to see personal data you have provided to us which we process automatically on the basis of your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you would like further information on your rights or wish to exercise them, please write to the Chairman at 4 Chesil Street, Winchester, SO23 0HU or telephone 01962 808085.

Complaints

You can complain to the Charity directly by using the contact details set out above. If you wish to make a complaint (including a complaint about fundraising activity) which does not directly relate to your data protection and privacy rights, you can do so in accordance with our charity's complaints policy by emailing info@winchestertalkingnews.com.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at www.ico.org.uk.

9. COOKIES AND LINKS TO OTHER SITES

Cookies

Our website uses local storage (such as cookies) to provide you with the best possible experience and to allow you to make use of certain functionality.

Links to other sites

Our website may contain hyperlinks to other websites. We are not responsible for the content or functionality of any of those external websites (but please let us know if a link is not working).

If an external website requests personal information from you (e.g. in connection with an order for goods or services), the information you provide will not be covered by the Charity's Privacy Policy. We suggest you read the privacy policy of any website before providing any personal information.

Social Media Sites

At present we do not operate any social media pages such as Facebook, Twitter, YouTube and Instagram.

10. CHANGES TO THIS PRIVACY POLICY

We'll amend this Privacy Policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our Privacy Policy will always be posted on our website.