

General Data Protection Regulation (GDPR) Policy



INSPIRED SUPPORT

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This privacy policy, together with our terms and conditions and cookies policy, will explain how and why we use your personal information, to ensure you remain informed and in control of your information.

This Privacy Policy is divided into different sections; please read the relevant section(s) below for further information.

Controller of personal information

We are Inspired Support. Within the context of this privacy policy, 'we', 'us', 'our' or refers to Inspired Support.

Why we collect your personal information

Basically, to improve the way we communicate and work with you.

Our vision is a world where people with a learning disability and autism are valued equally, listened to and included. We need you to help us make this a reality, and collecting your personal data enables us to learn what different choices of communication work best. This also means we save money that can be used to directly support people with a learning disabilities and autism.

So, to summarise, when you use our website or services, you are agreeing for us to store and process your personal data. The ways we do that are explained in this policy - it is a guide for us to follow too, and we take it very seriously.

Where we collect your personal information from:

- You have the right to be informed about the collection and use of your personal information.
- When we collect personal information from you, we will provide you with privacy information at the time we obtain your information.
- When we obtain your personal information from a source other than you, we will provide you with privacy information within a reasonable period of us obtaining the personal information and no later than one month.
- If the information is used to communicate with you, at the latest, when the first communication takes place.
- If disclosure to someone else is envisaged, at the latest, when the data is disclosed.

There are 2 main ways in which we collect personal information about you: directly or indirectly, including the use of third parties.

1. When you give your personal information to us directly:

You may give us your information in order to sign up for one of our events, tell us your story, register on our website, request a service from us, fundraise on our behalf, or communicate with us.

2. When you give your personal information to us indirectly:

Your information may be shared with us by independent event organiser. These independent third parties will only do so when you have indicated that you wish to support Inspired Support and with your consent. You should check their Privacy Policy when you provide your information to understand fully how they will process your data.

When you give permission to other organisations to share or it is available publicly, we may combine information you provide to us with information available from external sources in order to gain a better understanding of our customers. The information we get from other organisations may depend on your privacy settings or the responses you give, so you should regularly check them. This information comes from the following sources:

- Third party organisations

This means other organisations that we collect data from, but only when you have given them permission to do this. You may give these organisations permission at various times, for example when buying something from a mail order catalogue or joining certain membership organisations. The data we receive depends on your agreement with the organisation.

We may also collect information from online social media and messaging services you use, such as Facebook, WhatsApp or Twitter, where you have given us permission to do so, or if you post on one of our social media pages.

- Information available publicly

When building a profile, we may analyse geographic, demographic and other information relating to you in order to better understand your interests and preferences to contact you with the most relevant communications. In doing this, we may use additional information from third party sources when it is available. Such information is compiled using publicly available data about you, for example: addresses, listed Directorships or typical earnings in a given area.

Our profiling methods and analysis activities can be categorised in the following five ways:

- Data Matching

We may use the personal information an individual has given us in conjunction with data that has been obtained indirectly from external sources in order to infer likely social, demographic and financial characteristics. This allows us to tailor communications with a better degree of relevancy to better meet the expectations and desires of the individual and other individuals in similar circumstances. We will not use this data in any way that might intrude upon an individual's rights or be considered inappropriate.

- Event Planning

We may use profiling to create short biographies of individuals who are attending events of ours or are due to meet with members of our leadership for the purpose of understanding more about the people we are engaging with.

- When we collect personal information as you use our websites or apps:

Like most websites, we use “cookies” to help us make our site - and the way you use it - better. Cookies mean that a website will remember you. They’re small text files that sites transfer to your computer (or phone or tablet). They make interacting with a website faster and easier - for example by automatically filling your name and address in text fields. There are more details in our Cookie Policy.

In addition, the type of device you’re using to access our website or apps and the settings on that device may provide us with information about your device, including what type of device it is, what specific device you have, what operating system you’re using, what your device settings are, and why a crash has happened. Your device manufacturer or operating system provider will have more details about what information your device makes available to us.

When you visit and look around our website, we record things like your IP (internet protocol) address - the unique number of the device you are using to access our website, which pages you visit (on our website only), when they were visited, and the type of device you were using. This information helps us create a better experience for everyone who uses our website.

Examples of the type of information that can be collected using your IP address include the type and version of your browser, and the location from which you are accessing our site. This helps us improve how our page templates appear and change content to make it relevant to our website visitors.

How we use your personal information

Personal information means any information that may be used to identify you, such as your name, title, telephone number, email address, or mailing address.

We may process your personal information for our legitimate business needs. Rest assured, our intentions are always good. We collect your personal information because we need it to help us fulfil your requests, keep in touch with you, and offer you communications that are relevant to you.

This includes things like:

- Where processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our supporters.
- To better understand how people interact with our website.
- To provide postal communications which we think will be of interest to you.
- To determine the effectiveness of promotional campaigns and advertising.
- Providing any information or services you have requested.
- Processing financial transactions such as donations, entering a paid event or setting up a Direct Debit. This includes processing gift aid with HMRC if relevant.
- Keeping a record of any communications between us and you, for example emails and phone calls.
- Keeping a record of other interactions too, such as requests for leaflets or attending an event.
- Managing and improving how we communicate with you - how you prefer to be contacted, and what information you want to receive. We might contact you about our campaigns, events, appeals, volunteering, news, information and advice, and games, as well as other ways you can support Inspired Support.

- Researching the interests, behaviours, demographics (for example, age, sex, income), and trends of the people who are using our information, and range of services, both support and non-support related. We may ask if you wish to take part in more research, such as surveys or focus groups, but this will be voluntary (your choice).
- Creating a profile of what we think might interest you, so that we can offer you relevant communications. We may use your previous activities or interactions with us to try and predict how you may respond to different activities.
- Getting more information about you from third parties, such as your age, telephone number, email address, or new address if you move. This helps us keep our records up to date, ensuring we continue to send you the most relevant communications - if you have chosen to receive them.
- Responding to complaints or queries and look into any legal claims.

You can find out more about what we mean by legitimate interests, and when we process your data for our legitimate interests in the What we mean by "legitimate interests" section below.

Whenever we process data for these purposes we will ensure that we always keep your personal information rights in high regard and take account of these rights. You have the right to object to this processing if you wish, and if you wish to do so please see the section(s) below on updating your preferences or unsubscribing.

Please bear in mind that if you object this may affect our ability to carry out the tasks above for your benefit.

Sensitive personal information

Sometimes, we may ask you for more sensitive information, such as your personal connection to learning disability or your health condition if you are taking part in a sporting event. We will only collect this information with your permission and we will always take extra care of it.

When sharing information, Inspired Support acts at all times within all legislative, common law and other related provisions concerning information processing and sharing including. Workers, Trustees and volunteers must be mindful of, and act within, the rules set out in this policy. We also use the Caldecott Principles as a guide to good practice when determining the sharing of information in connection with safeguarding concerns - see safeguarding policy for further information.

What we mean by "legitimate interests"

Legitimate interests means the interest of Inspired Support in the way we carry out our work to enable us to give you the best service/products and the best and most secure experience. For example, we have an interest in making sure that any marketing we send to you is relevant, so we may process your information to send you marketing that is of interest to you.

When we process your personal information for our legitimate interests, we make sure to consider and balance any potential impact on you and your rights under data protection

laws. We will always ensure that your personal data will not be used where our interests are overridden by the impact on you, unless we have your consent or are required by law.

- Card details

Any payment card details (such as credit or debit cards) we receive on our website are passed securely to our payment processing provider according to the Payment Card Industry Data Security Standards (PCI DSS).

- Electronic data

Electronic data and databases are stored on secure computer systems and we control who has access to them. Our staff receive data protection training and we have data protection policies and procedures in place which teams are required to adhere to.

We regularly review who has access to information that we hold to ensure it is only accessible by trained staff, volunteers and contractors.

Where we use external companies to collect or process personal data on our behalf, we undertake comprehensive checks on these companies before we work with them.

When we share your personal information:

We will not sell or rent your personal information to third parties for the purposes of marketing, and we will not share your personal information for others to use in their marketing or fundraising activities.

We may share your personal information with other companies (e.g. subcontractors, suppliers) who provide services on our behalf, including delivering postal mail, sending emails, analysing data and processing credit card payments. We will only provide those companies with the information they need to deliver the relevant service, and we will make sure that your data is treated with the same level of care as if we were handling it directly. These activities will be carried out under a contract which imposes strict requirements on our suppliers to keep your information confidential and secure.

We undertake comprehensive checks on these companies before we work with them and then work closely with them for the duration of our working relationship.

We may need to disclose your personal information if required to the police, regulatory bodies or legal advisors.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

How long we keep your personal information for

We will only retain your personal information for as long as it is required in relation to the purposes for which it was originally obtained.

How long personal information will be retained for depends on the type of information it is and what it is being used for. For example, if you ask us not to send you marketing emails, we will stop storing your emails for marketing purposes (although we will keep a record of your preference not to be emailed).

We continually review the information that we hold, and delete anything that is no longer required. We never store payment card information.

Your legal rights

We want to ensure that you are always in control of your personal information. Part of this is making sure that you understand your legal rights. We have outlined these, together with details as to how you can exercise them.

The right to access your personal information

You have a right to obtain confirmation that your personal information is being processed. You also have the right to request a copy of the personal information that we hold about you.

When you are requesting a copy of the personal information that we hold about you, we will endeavour to provide you with the information you have requested without delay and in any event within one month of receiving your request. We will not charge a fee for complying with a request unless the request is deemed to be manifestly unfounded or excessive.

The right to edit and update your personal information - The accuracy of your personal information is important to us. You have the right to request that your personal information is rectified if it is inaccurate or incomplete.

We will endeavour to comply with your request without delay and in any event, within one month of receiving your request.

The right to request to have your personal information erased (also known as the 'right to be forgotten')

You do not have an automatic right to have your personal information deleted. You do, however, have the right to request the deletion or removal of your personal information where there is no compelling reason for its continued processing. We will review each request on a case by case basis.

We will endeavour to comply with your request without delay and in any event, within one month of receiving your request.

The right to restrict the processing of your personal information

You have the right to 'block' or suppress processing of your personal information. However, we will continue to store your personal information but not further process it. We do this by retaining just enough of your personal information so we can ensure that the restriction is respected in the future.

We will respond to your request within 21 days of receiving it, stating what we intend to do and, if we do not intend to comply with the objection, the reasons for our decision.

The right to object to your personal information being used for direct marketing (including profiling) and processing for the purposes of scientific/historical research and statistics

You have the right to object to your personal information being processed for direct marketing purposes (including profiling) and scientific/historical research and statistics. From the very first communication from us and every marketing communication we send after, you will have the right to object to marketing.

We will stop processing your personal information for direct marketing purposes as soon as we receive an objection from you.

The right to complain to a supervisory authority if you believe we have not handled your personal information in accordance with the data protection laws

You can make a complaint or raise a concern about how we process your personal information by contacting our Data Protection Officer using the details set out below.

If you are not happy with how we have handled your complaint, or you believe that your data protection or privacy rights have been infringed, you have the right to complain to the Directors at

Inspired Support
3 Brightlea
Birtley
DH3 1RL

Or send an email to: info@inspiredsupport.co.uk.

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

Making changes to your personal information

Where possible, we use publicly available sources to keep your records up to date; for example, the Post Office's National Change of Address database and information provided to us by other organisations.

If your personal details change, please help us to keep this information up to date by getting in touch and telling us at:

Directors
Inspired Support
3 Brightlea
Birtley
DH3 1RL

Or send an email to: info@inspiredsupport.co.uk.

Updating your preferences or unsubscribing

Posting or sending inappropriate content

If you post or send any content that we believe to be inappropriate or content in breach of any laws, such as defamatory content, we may use your personal information to inform relevant third parties such as your internet provider or law enforcement agencies.

Update or changes to the privacy policy

We reserve the right to make changes to this Privacy Policy. Each time you visit this site, you should check this Privacy Policy to check that no changes have been made to any sections that are important to you. The latest version of our Privacy Policy will always be available on our website.

If there are any major changes to our Privacy Policy, we will add a notice on our website or contact you by email (where appropriate).