

Sandford Talking Shop Ltd

Privacy Policy

Who we are

Sandford Talking Shop is a grass roots community organisation. We are committed to maintaining the trust and confidence of everyone who gets involved with us, including taking care of any personal data we hold. This policy explains what personal data we hold or process and how we keep it safe.

Types of data we collect

Mailing List

We send out weekly project newsletters by email to people who have asked to receive them. We hold personal data (email addresses) to do this. If you are signed up to our mailing list we will use your email address to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We use a third-party provider, MailChimp, to deliver our emails. They present us with aggregated anonymised data around email opening and clicks which we may look at to help us monitor and improve our newsletter but none of which can identify individuals.

Mailchimp's privacy policy is [here](#)

You can unsubscribe to general mailings at any time, day or night, by clicking the unsubscribe link at the bottom of any of our emails or by emailing Richard on Richard.talkingshop@gmail.com who manages the mailing list.

Customer Data

When you buy something with a card in Talking Shop your card details and any email address you input will be processed by our online payments system I-Zettle.

Their privacy policy is [here](#)

We do not hold or process that data.

Photos

We use photos of our project, activities and events on our website, facebook page and twitter feed to communicate with supporters and to promote Sandford Talking Shop. We will always seek consent before taking pictures, including at events or activities through a notice or poster.

In the event that we use a picture identifying someone who does not want it to be used we will remove and delete the photo as soon as we are alerted.

Please contact Abi on contacts.talkingshop@gmail.com about use of photos.

Volunteer Information

If you are a volunteer we hold information from your introductory interview with us, your contact details and if relevant, medical information and emergency contact details for you. All of this is information provided by you to us or by someone on your behalf with your consent.

We hold this information to enable us to communicate with you about things such as shifts, upcoming events and project news and to ensure proper, safe support for all of our volunteers.

We hold this information in our online rota system Three Rings and in Dropbox. In both systems the information is encrypted, password protected and is only accessible to authorised individuals (for example volunteer managers). Authorised individuals will only use the information as necessary for volunteer communications and for the proper and safe support of volunteers.

We keep this information only as long as you are volunteering with us. If you leave Talking Shop we will delete all of your personal data.

The privacy policy for Three Rings is [here](#)

The privacy policy for Dropbox is [here](#)

Members Data

Sandford Talking Shop is a membership organisation (a Community Benefit Society). We are required to hold a register of members and shareholdings. We hold this information in Dropbox so it is encrypted, password protected and only accessible to authorised individuals.

Dropbox's privacy policy is [here](#)

We only use the information as necessary to fulfil our obligations as a membership organisation and to communicate with shareholding members. We will only hold someone's personal data as long as they are a shareholding member or as long as is necessary to fulfil our legal obligations.

Anonymised Data

We may share anonymised information (such as customer numbers, group attendance figures, numbers of volunteers etc) with other organisations, for example grant funders, to evidence our activities and their community benefit impact. None of this information will identify individuals.

Website Analytics

When you visit our website (www.sandfordtalkingshop.org) the platform hosting our site (Weebly.com) collects standard site visitor information. This is presented to us in an anonymised aggregated way. We can see numbers of visitors and numbers of page views. We can't see any other information.

We do not make, and do not allow Weebly to make, any attempt to find out the identities of those visiting our website.

Weebly's privacy policy is [here](#)

Access to your personal information

You are entitled to view, amend, or delete the personal information that we hold. Email your request to our data protection officer Abi Johnson at contacts.talkingshop@gmail.com

Changes to this Privacy Notice

This Privacy Policy will be reviewed at least annually.

Last review May 2018.