

Faith in Families

Privacy Policy

This privacy Notice explains what to expect when Faith in Families collects and uses your personal information. A version of this notice is available on our website.

If you'd like to learn more about our Data Protection and Privacy policies or get further clarification, please contact:

Address Data Protection Officer
Faith in Families
7 Colwick Road West Bridgford
Nottingham NG2 5FR

Phone 0115 9558811

Email enquiries@faithinfamilies.org

Our Promise

Faith in Families is committed to respecting and protecting your privacy and ensuring the personal information you have entrusted to us is processed in accordance with the General Data Protection Regulations (GDPR) and the Privacy and Electronic Communications Regulations 2003. These laws, updated in May 2018, strengthen your rights and give you control over the personal information that organisations hold about you.

Faith in Families (the 'Agency') is the 'data controller' of the personal data you provide to us.

How we collect Personal Information

We collect personal information directly from you when you make the decision to engage with our services, make a donation, undertake fundraising for us, and visit our website or sign up to volunteer for the Agency.

The Personal Information we collect

- Personal identifiers such as your title, name and date of birth;
- Contact details including postal address, postcode, email and telephone number
- Financial information such as your bank details
- Whether you are a UK tax payer
- Records of your contact with us

Sensitive Personal Data

The GDPR recognises some information as 'sensitive personal data'. This includes but is not limited to information which reveals your religious beliefs, health issues, race or ethnic origin.

The Agency will always treat any sensitive personal data we process with the greatest care and process the information in accordance with the GDPR.

Why we collect your personal information

We collect your personal information because it will enable the Agency to fulfil its statutory obligations to process your application for Adoption, undertake Adoption Support and therapeutic services, or to access our School Social Work service. We will not collect any personal data from you we do not need to provide and oversee these services to you.

We also collect your personal information:

- To process donations

- To collect statistical data
- To reclaim tax on Gift Aid donations, if applicable
- To keep you informed about our work (please see more details in Marketing Permissions)
- To fundraise more efficiently (please see more details in Fundraising)

Marketing Permissions

The Agency from time to time likes to inform you how your support is changing the lives of children and families. This may include information about our work, news, appeals, campaigns events and information on volunteering.

Email and Text marketing: we will ask your permissions to contact by email and text for marketing purposes

Postal marketing: from time to time we may send you information about our work / services unless you have told us you would prefer not to receive this information by post

The Agency is committed to respecting your choice to receive marketing communication. You can update your permission and contact details at any time by contacting the office on 0115 955 8811 or email enquiries@faithinfamilies.org

Fundraising

Fundraising is essential for the Agency to make a lasting difference in the lives of children. To fundraise efficiently and effectively we will contact you provided you have given us permission to do so, about an appeal, campaign, events or sponsorship.

Safeguarding your personal information

We only use your personal information for the purpose for which it was given, and we are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

Under the GDPR, we have a legal duty to protect any information we collect from you. We use leading technologies and encryption software to safeguard your data, and keep strict security standards to prevent any unauthorised access to it.

All the personal information we process is completed by our staff located here in the UK and held on our servers in the Office however for the purposes of IT hosting and maintenance this information is also located on servers within the European Union.

Third parties will only have access to your personal data where it is necessary to continue with the Service you are engaged in or if the law allows them to do so.

How long we keep your personal data

The Agency will only keep your personal information for as long as it is required and in accordance with statutory requirements. These requirements dictate the retention periods for example, adoption records – 100 years, financial details including gift aid – 6 years. A detailed retention policy will be included in Privacy Notice for each of our Services.

Your information Rights

The GDPR gives you the right:

- To request in writing and securely obtain copies of the personal information which the Agency holds about you
- To correct or update your personal information processed by the Agency

- To request the Agency to stop using your personal information for marketing purposes or for any other purpose where there is no legal requirement for continued processing

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.

Reporting Concerns or Compliments

Please contact us if you wish to raise a concern about the Agency's handling of your personal information, or compliment what you think we have done well.

You also have the right to lodge a complaint with the Information Commission Office about how we manage your data.

Changes to this Privacy Notice

The Agency will review this privacy policy notice regularly and may update it at any time for example in the event of changes in law or how we operate. Please do check our website from time to time. If there are any significant changes in the way we process your personal information, we will provide a notice on our website.