

Who we are

The Cellar Trust is a charity working in Bradford district to support people with mental health issues move forward in their recovery and live independent, fulfilling lives.

What is a Privacy Notice?

A Privacy Notice is a statement by the Cellar Trust which tells you how we use the personal information we hold about you. The Cellar Trust collects and processes personal information about you during and after your relationship with us in order to manage that relationship. We are committed to being transparent about how we collect and use your data to meet our obligations under the General Data Protection Regulations (GDPR).

What information do we keep?

- Your contact details (eg name, address, telephone number, email address)
- Your emergency contact details
- Financial information (reimbursement of expenses)
- Demographic information (eg your age, gender, ethnicity)
- Details about your skills and experience relating to the volunteer role
- Details of supervision sessions and training records
- DBS certificate number and date of issue

Why do we keep it?

- To enable us to run the organisation and manage our relationship with you effectively, lawfully and appropriately, during the volunteer recruitment process, whilst you are volunteering for us, at the time when your volunteering ends and after you have left
- To comply with any legal requirements, pursue the legitimate interests of the organisation and protect our legal position in the event of legal proceedings
- To send you details of other services or opportunities you may be interested in (only with your consent)
- To evaluate and monitor our services to ensure we are providing a good quality service

What is our legal basis for using your information?

Under GDPR we must tell you what lawful basis we rely on for processing data. The lawful basis we use is **consent** – we will always ask for your consent to process information about you before we start working with you. We also ask for your consent to share any or all of this information with other organisations or professionals. We will not pass on the data we have about you to anyone else without your consent except in exceptional circumstances, the lawful basis of which is **vital interests**. Examples of these circumstances might include information that suggests you might be a danger to yourself or someone else, or information about a child at risk of harm or neglect.

We may also rely on **legitimate interests** for processing some of your data. This means that the reason that we are processing information is because there is a legitimate interest for the Cellar Trust to do so to help us to achieve our aim of supporting people with mental health issues move forward in their recovery. Whenever we process your personal information under the legitimate interest lawful basis we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

Where we process special category data we always rely on explicit consent. This means that if we are asking you to give us information on your health, ethnic origin or other sensitive data then we will ask you to consent to us processing your data and we will tell you what we will be using it for.

Some of the above grounds for processing your data will overlap and there may be several grounds which justify our use of your personal information. If you fail to provide certain information when requested, we may not be able to provide you with the service you have requested.

How do we store your information and keep it safe?

The Cellar Trust takes the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, or subject to unauthorised access. Where necessary, we implement appropriate network access controls, user permissions and encryption to protect data.

Where we engage third parties to process personal data on our behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Data Retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal, accounting or reporting requirements. Details of retention periods, archiving and destruction policies for different aspects of your personal information are available in our Data Protection Policy which is available from the person responsible for data protection.

If you have agreed to receive our newsletter or details of other opportunities we will contact you every 12 months to review your consent.

Who has access to your data?

Your information may be shared internally, including with staff members responsible for managing and administering projects, HR, health and safety, insurances, events and marketing activities.

We may have to share your data with third parties, including third-party service providers, for example in connection with supporting our volunteer database and IT network (including remote support) and professional advisers where necessary, who may be party to confidential discussions related to an individual.

We require third parties to respect the security of your data and treat it in accordance with the law. We will share your information with third parties where required by law, where it is necessary to administer our relationship with you or where we have another legitimate interest. All our third party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Automated Decision Making

We do not envisage that any decisions will be taken about you using automated means, however we will notify you in writing if this position changes.

Your legal rights

You have various rights relating to the data we hold about you (however some of these depend on the basis we hold your data):

- You can request copies of all the personal information that we hold about you
- You can withdraw your consent for us to use your personal information (for some purposes)
- You can ask us to change inaccurate data
- You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it
- You can ask for us to transfer your data to another party or restrict its use

If you have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent at any time. Once confirmed, we will no longer process your information for the purpose you originally agreed to, unless we have another legitimate basis for doing so in law.

You can view full details about your rights in our Privacy Policy available on our website:

<https://www.thecellartrust.org/privacy/>

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner (ICO) – see details below.

Accessing your data

You will not have to pay a fee to access your personal information. However, if we think that your request is unfounded or excessive, we may charge a reasonable fee or refuse to comply with the request. We may need to confirm your identity or ensure your right to exercise your legal rights. This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

Queries and Further Information

For further information about our privacy practices and your rights see our full Privacy and Cookies Policy available on our website or from a member of the Cellar Trust staff. If you have any questions about how your data is processed, please contact our Data Protection Officer – Kim Shutler-Jones by calling us on 01274 586474 or emailing kim.shutler-jones@thecellartrust.org. You can also make a complaint to the Information Commissioner's Office by visiting: <https://ico.org.uk/>