

Portsmouth City of Sanctuary (PCoS) Privacy Policy

Our contact details – dated 13 August 2023

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The type of personal information we collect

We currently collect and process the following information: Personal identifiers, contacts, and characteristics (i.e, name, contact details).

How we get the personal information and why we have it

We will always ask for your consent before taking and using personal data. Most of the personal information we process is provided to us directly by you for one of the following reasons, to:

- comply with the Law if absolutely necessary.
- protect life as a vital interest.
- pay you as a Consultant or employee, for example.
- protect our legal rights.

We also receive personal information indirectly, from other agencies assisting with casework, for example.

We use the information that you have given us, to contact you regarding training, casework, payment, and to maintain accurate records.

We may share this information with partners, agents, or service providers to allow them to deliver on our behalf, and on our instructions.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You can remove your consent at any time by contacting the PCoS Operations Lead via portsmouthcityofsanctuary@gmail.com.
- (b) We have a contractual or legal obligation.
- (c) We have a vital or legitimate interest.
- (e) We need it to perform a public task.

Information is critical to ensure we can deliver safe and effective services. It helps us to operate efficiently and in a timely manner. To do this we collect information about you in the following ways:

- When you interact with us via casework, volunteering, project participation, or making a donation
- This will be in person, or via email, CV, or social media interaction.

How we store your personal information

Your information is securely stored. As such, we keep personal information (i.e name/gender/age, contact details) for as long as necessary for any service activity and to meet legal regulatory requirements. We will then dispose of your information by deleting all electronic data relating to you (NB: we do not keep paper files). We make sure that appropriate human, technical and physical controls are in place to take good care of your information, and all staff and leading volunteers are always fully aware of the importance of this safety.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request (to portsmouthcityofsanctuary@gmail.com), we have one month to respond to you.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at the above address. You can also complain to the ICO if you are unhappy with how we have used your data:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Helpline number: 0303 123 1113 / ICO website: <https://www.ico.org.uk>