



Centre 33
2a Spicer Street, St Albans, Herts AL3 4PQ
(Registered Charity No 1146438)
Patron: The Right Worshipful Mayor of the City and
District of St Albans



PRIVACY POLICY

Preservation of your privacy is important to Centre 33 and we are committed to letting you know how we use your personal information and to making only responsible use of your data.

References to "Centre 33", "we", "us", or "our" in this Privacy Policy are references to Centre 33 (St Albans) Limited (a company limited by guarantee registered in England and Wales, registered company number 7955132; and a charity registered in England and Wales, registered charity number 1146438).

We hold personal information in two categories where we require specific permission so to do:

Volunteers are people who help us by working at the centre or providing other services to assist the charity, including those who are in the process of applying to be a volunteer. We hold data about volunteers in order to run our services and provide effective management.

Supporters are people who make donations or have a general interest in our work. We hold data about supporters so that we can keep them informed about our activities and offer further opportunities to contribute.

We do not require the permission of our callers/service users/visitors to hold data about them as we have a legitimate reason to do so, i.e. so that we can provide individual support to them and to allow effective management of our services.

1. Information about you

- 1.1 We will collect personal information from you when you enquire about our activities or enquire about volunteering for us: this may include your name, title, email address, physical address, telephone numbers.
- 1.2 For our callers/service users/visitors we only ask for a first name and, if possible, a surname.
- 1.3 We collect information on our CCTV system for security purposes, including images of callers/service users/visitors and volunteers.

2. Our use of this information

- 2.1 Your personal information will only be used for the purposes shown above.
- 2.2 We will not share information about volunteers and supporters with other parties without your consent.
- 2.3 There may be legitimate reasons why we share or are required to share information about our callers/service users/visitors with other organisations.

Centre 33 is the trading name of Centre 33 (St Albans) Limited, registered in England as a company limited by guarantee (No 7955132) and as a charity (No 1146438)

3. Security

- 3.1 We will take reasonable precautions to prevent the loss, misuse or alteration of information you give us.
- 3.2 Communications may be sent by e-mail but we do not provide encryption. E-mail is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects we cannot bear responsibility for all communications being virus-free.
- 3.3 Personal information may be stored on computer systems, which use databases which may be held on servers located in other countries. We will take reasonable precautions that all systems are protected from unauthorised access.
- 3.4 Our rota management system (currently Humanity.com) displays the names of volunteers who are working at different times. This can only be accessed by other volunteers and managers who have logged in to the system. Communication between volunteers is important, for example to allow planning of menus. The system has a profile page where each volunteer can optionally display their email address, phone number and picture. This is visible to any other volunteers who have logged in. You should only include information that you wish to share in this way.

4. Deletion of Data

Personal data will be deleted when no longer required. For applicants to volunteer who do not follow through to become volunteers we will only keep their name and date of application record. To allow for proper investigation of historical events, personal data on past and current volunteers who have signed up this policy will normally be kept for five years after the last contact or activity takes place.

5. Subject access

- 5.1 If you would like to obtain a copy of your personal information, to correct any information, or if you would like your information deleted from our records, then please email us at information@centre33.org
- 5.2 This privacy policy may be updated from time to time, so please check it periodically.

Adopted May 2018