

## PRIVACY NOTICE

This Privacy Notice will inform you what Transform Network will do with your personal information when you make contact with Transform Network\*.

Transform Network respects your privacy and is committed to ensuring that the personal information you entrust to us is held securely. We process personal information in accordance with the Data Protection Act 2018 (DPA), the Privacy and Electronic Communications Regulations 2003 and the General Data Protection Regulation 2016.

We encourage you to read this Privacy Notice carefully. If you would like further clarity, please contact us using the details at the bottom of this page.

We will tell you:

- why we keep your information
- where we store your information
- how long we store your information
- whether others receive your personal information, and why

We receive data directly from you when you:

- make a donation to Transform Network\*
- visit our website
- register to take part in any conferences, events or other activities that we organise
- request resources about Transform Network\* to share
- contact us with an enquiry

Personal information we may collect:

- full name and title
- contact details including postal address, postcode, email and telephone number
- financial information such as your bank details
- history of donations made by you to Transform Network\*, whether you are a UK tax payer and other information to enable us to claim Gift Aid on any eligible donations
- the event(s) that you take part in
- records of your contact with us
- information gathered by cookies when you visit our website

### **Sensitive personal data**

The Data Protection Act now identifies some information as 'sensitive personal data'. This includes, but is not limited to, information that reveals your religious beliefs, health issues, race or ethnic origin.

Transform Network is a faith-based but not faith-biased organisation committed to working equally with people of all faiths and none. Where necessary and consented to, we may collect details about your religious affiliation.

\* Transform Network includes: Lewisham Foodbank, Sound Youth Services, SwitchIt, Lewisham Street Pastors, Lewisham School Pastors

Transform Network  
Here for Good  
17 Sydenham Road SE26 5EX

e: [info@transformnetwork.london](mailto:info@transformnetwork.london)  
w: [transformnetwork.london](http://transformnetwork.london)

registered company no 5039813  
registered charity no 1103431

Additionally, we collect details about any health concerns or disability with your consent, so we can make necessary arrangements for your participation in a Transform Network\* event or where you have disclosed this so we can meet any additional customer service requirements.

Transform Network will always treat any sensitive personal data we process with greater care and process the information in accordance with the DPA.

**How we process your personal information to:**

- reclaim tax on Gift Aid donations, if applicable
- verify that you are over 18 and, if not, obtain permission from your parent/guardian to process your information or accept any regular donations
- process any financial donations
- organise and coordinate Transform Network events
- keep you informed about our work
- manage and coordinate our volunteers
- for compliance with employment law and other statutory requirements

**The lawful basis for processing your personal information**

We process your personal data in accordance with the Data Protection Act and other laws. The lawful basis for collecting and using your personal information will generally be consent, for example, when you ask us to keep you updated about our work, except where required by contract or legal obligation, for example, if you book to attend a Transform Network\* event, or we reclaim tax on eligible GiftAid donations.

**Marketing permissions**

We love sharing news about how our projects are changing the lives of children, families and communities. This may include sending you information about our work, news, appeals, campaigns, events, information on volunteering and requests for other support.

We will ask for your consent to contact you by email or text for marketing purposes, and give you the opportunity to opt-out at any time.

Transform Network\* is committed to respecting your choice about receiving marketing information. You have the right to object to Transform Network processing your personal data for direct marketing purposes and can update your permission and contact preferences at any time.

**Who we share your information with**

Transform Network\* does not sell or share your personal data with any other organisations for marketing purposes. We primarily use MailChimp to manage our email databases and distribute news updates by email. We provide these organisations only with the data they need. We may be under duty to disclose your personal information where required to comply with any legal obligation. For example, when we provide HMRC with your personal details to reclaim tax on eligible Gift Aid donations.

**How long we keep your data**

Transform Network only keeps your personal information for as long as it is required and in accordance with statutory requirements. For example, HMRC requires that we keep a record of your name, address and Gift Aid declaration for six years from the date of your last donation. Where the information is no longer required, we will ensure that it is disposed of in a secure manner.

If you have indicated that you do not wish to hear from us in future, we will only keep the minimum information necessary to ensure we avoid contacting you any further, or as required by legal obligations.

## **Your information rights and choices**

The Data Protection Act (DPA) gives you the right to:

- request and securely obtain copies of the personal information Transform Network\* holds about you
- correct or update your personal information processed by Transform Network\*
- ask Transform Network\* to erase personal data held
- ask Transform Network\* to restrict the processing of your personal data
- withdraw your consent where that is the legal basis of our processing
- choose whether or not to receive marketing communication from us by email, text or telephone

You also have the right to object to Transform Network\* processing your personal data for direct marketing purposes. The Privacy and Electronic Communications Regulations (PECR) gives you this right. For more information about your information rights visit [ico.org.uk](http://ico.org.uk). If you wish to exercise any of these rights, please contact us first.

## **Reporting concerns or compliments**

Please contact us if you wish to raise a concern about Transform Network's handling of your personal information; and to compliment when you think we have done well!

You have the right to make a complaint about how we manage your data to the [Information Commissioner's Office](#).

## **Changes to this Privacy Notice**

Transform Network\* reviews its Privacy Notice regularly. It may be updated at any time, for example in the event of changes in law and how we operate. Please check our website from time to time. If there are any significant changes in the way Transform Network\* processes your personal information, we will ensure we display a prominent notice on our website and send a notification.

If we plan to use your personal data for any new purpose(s), we will update this privacy notice and provide you with a copy before we commence the process. We will set out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your consent before we start this.

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