

## **Privacy Policy and General Data Protection**

Good Neighbours UK understands that your privacy is important to you and that we care about how your personal data is used. We will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

**Please read this Policy carefully and ensure that you understand it**

### **The Data Protection Act**

The [Data Protection Act 2018](#) controls how your personal information is used by Good Neighbours UK.

The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR).

### **Good Neighbours Data Protection Principles**

Good Neighbours will make sure any personal information is:

- Used fairly, lawfully and transparently
- Used for specified, explicit purposes
- Used in a way that is adequate, relevant and limited to only what is necessary
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary
- Handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction, or damage

For the design of Good Neighbours development projects it will collect information on Gender, Age, Health and Ethnicity to ensure that the most vulnerable are prioritised. This information will be anonymised.

Good Neighbours does not collect data on:

- Political opinions
- Religious beliefs
- Trade union membership
- Genetics
- Biometrics (where used for identification)

### **Your rights**

Under the Data Protection Act 2018, you have the right to find out what information GNUK stores about you. These include the right to:

- Be informed about how your data is being used
- Access personal data
- Have incorrect data updated
- Have data erased
- Stop or restrict the processing of your data
- Data portability (allowing you to get and reuse your data for different services)

- Object to how your data is processed in certain circumstances

You also have rights when GNUK is using your personal data for:

- Automated decision-making processes (without human involvement)
- Profiling, for example to predict your behaviour or interests

### **To find out what data GNUK has about you**

Write to the Data Protection Officer (see below) to ask for a copy of the information they hold about you.

- **How long it should take**

GNUK will give you a copy of the data they hold about you as soon as possible, and within 1 month at most.

In certain circumstances, for example particularly complex or multiple requests, GNUK can take a further 2 months to provide data. In this case, we will tell you:

- Within 1 month of your request
- Why there's a delay

- **How much it costs**

Requests for information are free. However, GNUK can charge an administrative cost in some circumstances, for example if:

- You're asking for a large amount of information
- Your request will take a lot of time and effort to process

### **How to make a complaint**

If you think your data has been misused or that GNUK is holding it, and is not keeping it secure, you should contact GNUK. Contact information below.

If you're unhappy with the response or if you need any advice, you should contact the Information Commissioner's Office (ICO).

ICO

[icocasework@ico.org.uk](mailto:icocasework@ico.org.uk)

Telephone: 0303 123 1113

Textphone: 01625 545860

Monday to Friday, 9am to 4:30pm

[Find out about call charges](#)

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

You can also [chat online with an advisor](#).

The ICO can investigate your claim and take action against anyone who's misused personal data.

You can also visit their website for information on [how to make a data protection complaint](#).

## **Personal Data**

Personal data is defined by the General Data Protection Regulation (GDPR) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier. Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

## **What Data does GNUK Collect**

GNUK may collect some or all of the following personal and non-personal data

- Name;
- Address
- Email address
- Telephone number
- Business name
- Payment instructions
- Information about your preferences and interests
- IP address
- Web browser type and version
- Operating system
- A list of URLs starting with a referring site, your activity on our site, and the site you exit to

## **How does GNUK use your Data**

Under the GDPR, GNUK must always have a lawful basis for using personal data. This may be because the data is necessary for the performance of a contract with you, because you have consented to GNUKs use of your personal data, or because it is in GNUKs legitimate business interests to use it. Your personal data may be used for one of the following purposes:

- Providing and managing your account
- Providing and managing your access to our site
- Personalising and tailoring your experience on our site
- Supplying our products and services to you. Your personal details are required in order for us to enter into a contract with you
- Personalising and tailoring our products and services for you
- Communicating with you. This may include responding to emails or calls from you
- Supplying you with information by email, text, and post that you have opted-in to (you may unsubscribe or opt-out at any time by email, telephone or post)
- Analysing your use of our site and gathering feedback to enable us to continually our site and your user experience

With your permission and/or where permitted by law, GNUK may also use your personal data for marketing purposes, which may include contacting you by email, telephone, text message or post with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam.

### **How Long Will GNUK Keep Your Personal Data**

GNUK will not keep your personal data for any longer than is necessary

- **General enquiries:** up to two years  
For the duration of your contractual relationship with us plus up to two years, i.e., for as long as you remain our client, and then up to two years after the relationship is terminated.
- **Financial transactions** will be retained for six years from the end of the last company financial year they relate to, or longer if they show a transaction that covers more than one of the company's accounting periods the company has bought something from you that it expects to last more than 6 years, like equipment or machinery
- **Personal data held in webserver logs** is retained for no longer than three months.

### **How and where do GNUK store or transfer personal data**

GNUK will only store or transfer your personal data in the UK. This means that it will be fully protected under the GDPR.

### **Do GNUK share your personal Data**

GNUK contracts with the following third parties to supply GNUKs products and services. These may include payment processing, domain registration, the provision of web hosting, email and other internet services, and marketing. In some cases, these third parties may require access to some or all of your personal data in order to supply a product or service.

Fasthosts: Discovery House, 154 Southgate Street, Gloucester, GL1 2EX, United Kingdom

Heart Internet: 2 Castle Quay, Castle Boulevard, Nottingham NG7 1FW United Kingdom

Vidahost: 113-114 Buckingham Avenue, Slough SL1 4PF

Bytemark: 2 Opus Ave, York YO26 6BL

Campaign Monitor: 631 Howard St., Suite 500 San Francisco, CA 94105

Trustist: Blake House 2a St, Saint Martin's Lane, York YO1 6LN

Stripe: 211 Old Street, London

Castlegate IT: 2, Enterprise Complex, Walmgate, York YO1 9TT

If any of your personal data is required by a third party, as described above, GNUK will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, GNUKs obligations, and the third party's obligations under

the law

In some limited circumstances, GNUK may be legally required to share certain personal data, which might include yours, if GNUK are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

You may access certain areas of GNUKs website without providing any personal data at all. However, to use all features and functions available on GNUKs website you may be required to submit or allow for the collection of certain data through Cookies.

### **How Do GNUK use Cookies on GNUK's Website**

GNUKs website may place and access certain first-party Cookies on your computer or device. First-party Cookies are those placed directly by GNUK and are used only by GNUK. GNUK use Cookies to facilitate and improve your experience of GNUKs website and to provide and improve GNUKs products and services. In addition, GNUKs Website uses analytics services provided by Google Analytics, using Cookies. Website analytics refers to a set of tools used to collect and analyse usage statistics, enabling GNUK to better understand how people use its website.

All Cookies used by and on GNUKs website are used in accordance with current Cookie Law.

You can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

### **Exceptions**

Please note that GNUK has no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing data to them.

### **Changes to this Privacy Policy**

We may change this policy from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be immediately posted on GNUKs website and you will be deemed to have accepted the terms of the policy on your first use of GNUKs website following the alterations. We recommend that you check this page regularly to keep up to date.

### **Safer recruitment**

Good Neighbours will carry out, as part of its safer recruitment process, to seek, through DBS checks, on personal data relating to criminal convictions and offences for certain jobs, specifically relating to working with children or vulnerable adults.

### **Contact GNUK**



Data Protection Officer: Zarina Douglas Sori

Email address: [contact@goodneighbours-uk.org](mailto:contact@goodneighbours-uk.org)

Good Neighbours UK, registered charity in England & Wales under charity number 1191924.

Registered office: Good Neighbours UK, 17 Priory Centre, Priory Street, York YO1 6ET