



Worcester Community Trust

Privacy policy

Scope of Policy

This Privacy Policy is provided by Worcester Community Trust (WCT) to inform you, the user, about how your personal information is collected, used and protected. This Policy applies to all interactions you have with WCT through our website, mobile applications, products and services. By using any of our services or providing us with your personal information, you consent to the practices described in this policy.

Contact Information

You can change how we contact you at any time by contacting us

- Data Contact: data@worcestercommunitytrust.org.uk
- Phone: 01905 453453

What data we collect and how we use it

The type and quantity of data we collect, and use depends on why you have provided it.

We will only collect, use and otherwise handle your personal data:

- where you have consented to this for specified, explicit and legitimate purposes.
- where this is necessary to fulfil legal obligations that apply to us
- where it is necessary for our legitimate interests relating to running our daily operations, as long as, in each case, these interests are in line with applicable law and your legal rights and freedoms.

Staff and Volunteers

If you work for us or volunteer with us, or enquire about our employment or volunteering opportunities, we will usually collect the following data:

- Name
- Contact details
- Emergency contact details
- Bank details
- Contract preferences
- Previous employment information
- Ethnicity
- Gender
- Availability to volunteer
- Disability (including physical and mental conditions)
- Criminal convictions (if applicable)

We collect this data for the following purposes:

- To meet our legal responsibilities as an employer
- To contact you about volunteering opportunities
- To ensure the safety of our volunteers, staff and customers
- To process salary payments and expenses
- To anonymously measure our inclusion and accessibility across our employment and volunteering programmes.

We will retain this data for the following periods:

- Five years after you stop working for us.
- Two years after you stop volunteering for us.

Service users

If you are involved in one of our projects such as JOY, DAWN, Community Connectors, or receive a service from us such as youth club, we will collect the following data from you.

- Name
- Address
- Contact details
- Age
- Ethnicity
- Gender
- Disability information
- Emergency contact information (if applicable)

We collect this data for the following purposes:

- To stay in touch with you

- To provide a service that supports your needs.
- To measure the impact and success of our projects
- We collect the data as our legitimate interest to demonstrate success to our funders.
- We may share the data with external agencies who are evaluating the project on our behalf (we will inform you if we do so)

We will retain this information for the following periods:

- 1 year after the project ends
- In some cases, we may keep anonymised data for 7 years required by our funders.

Some of our service users share their experiences to help us in our campaigns:

- We will record the details of these stories and information to obtain updated approval for using the stories.

We will retain this data for the following period:

- 3 Years after you provide it to us.
- We will always seek your approval each time we wish to use it.

Photography

Our service users, staff, volunteers and customers allow us use photography and images of them to enhance our campaigns and activities.

We store these images in a secure location.

We use these images only with the subject's explicit permission.

We keep these images for three years after we have been given them, unless you ask otherwise.

Supporters

If you support us, for example by signing up to an event, donating, signing up to Gift Aid, or joining a campaign, we typically collect the following data

- Name
- Contact details
- Contact preferences
- Date of birth (if applicable)
- Financial details (if applicable)
- Gift Aid eligibility
- Reasons for support
- Information relating to health and disability(if applicable)
- Responses to our campaigns.

We collect this data for the following purposes:

- To keep you up to date with information and products you have requested, or may be interested in
- To ask for further support, in the manner you have chosen.
- To manage and run our events.
- To fulfil our legal responsibilities for financial and Gift Aid reporting.

We will retain your data for the following periods:

- If you have donated, we are required to keep your data for 7 years.
- If you haven't donated, we will only keep your data for 3 years.

Website

When someone visits the WCT website we use a third-party service, Google Analytics to :

- Collect standard internet log information.
- Capture details of visitor behaviour patterns.
- This helps us understand various aspects, such number of visitors to the different parts of the site.
- We only request and collect details that are necessary to fulfil your request and we do so only when you provide them directly.
- When you make payments to use our facilities or course of communicate with us, we will ask for specific information to provide these services you require.
- We do not share this information with any external agencies or businesses.

Registering for Building Block updates we use MailChimp to:

- Send information about courses at The Building Block.
- This service is for people who want to be notified when new courses are added.
- It utilizes a double opt in process, meaning you must opt in to receive information and confirm by accepting the information we send out.
- You can update your preferences or unsubscribe at any time by clicking and respective links in the emails we send out.

Cookies

Cookies are a small text files used by websites to collect and store information on your device, like login details and browsing history. They enhance our online experience by personalising content and remembering preferences. However, some cookies are used for tracking and advertising, which can raise privacy concerns. Users can control cookies through their browsing settings.

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

Who we share your data with

We only use the personal information collected from you in order to provide services including direct communications with you. We do not use the personal information for any other purpose.

In particular, under no circumstances whatsoever would Worcester Community Trust sell or rent your personally identifiable information, gathered as a result of providing services or for the temporary use of any facilities, for any other purpose, to anyone.

How long we retain your data

For users that register on our website, we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information. We will only keep information for as long as is necessary.

Links

Our website may contain links to external sites. Clicking on links may track your actions by using a cookie saved to your device. When clicking on external links, you are leaving our website and may be subject to other privacy policies. WCT cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are

not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

If you have any concerns about this we suggest you do not click on any links found throughout the website.

Keeping your data safe and up to date

At WCT we ensure that the most appropriate technical controls are in place to keep your data safely. Access to your data is regularly reviewed and only accessible to the relevant trained staff.

Where we use external companies to process data on our behalf, we carry out comprehensive checks, and put in place contracts to control how they manage the data they may collect or have access to.

Your data will be hosted on servers located in the UK, which will not be transferred out of the European Union

Your rights

We will only collect the data that we need to carry out the purposes you have contacted us for or given us permission to use it for.

At any time that you wish you can:

1. gain access to your personal information,
2. object to the processing of your personal information,
3. object to the use of automated decision-making and profiling,
4. restrict the processing of your personal information,
5. ask for a copy of your personal data (known as data portability),
6. rectify or correct your personal information, and
7. have your personal information removed (known as Erasure or the 'right to be forgotten').

Where you have provided consent to be contacted or to receive a service, you will be entitled to withdraw that consent at any time.

If you are at any point unhappy with the way that we handled your personal data, you can make a complaint to the Information Commissioner's Office.

To make changes to how we contact you, or request access to your personnel information please contact:

- Data Contact: data@worcestercommunitytrust.org.uk

- Phone :01905 453453

Changes to the Privacy Policy

By using our site you agree to accept this privacy policy. WCT reserve the right to amend this privacy statement at any time. Users should check for updates periodically.

Policy last updated	Nov 2023
Scheduled for review on	Nov 2025
Version	1.2