

SAFE ANCHOR TRUST LIMITED

PRIVACY POLICY

Privacy Policy Statement

Safe Anchor Trust (SAT) is committed to being open and honest about how and why we contact you and how we use your personal information. The privacy and security of your data is extremely important and we make every effort to ensure that all personal information is securely stored and used in accordance with the General Data Protection Regulations (GDPR) and this policy.

This privacy policy explains the information we hold about people or groups who use our services, our volunteers and those who visit our website, email, call or write to us. To make sure you feel confident about giving us your information, it details how and why we use your personal data.

Who We Are

Safe Anchor Trust Limited is a Registered Charity (number 1100071) and a Company Limited by Guarantee in England (number 4700044). The address of the Registered Office is: 29 Heaton Avenue, Kirkheaton, Huddersfield, HD5 0LJ.

If you have any questions in relation to this privacy policy, please send them to: admin@safeanchor.org.uk

What Information Do We Collect?

The information we collect will depend on how you have contact with us. It may include your name, address, phone number, email address, comments or images.

We collect information from you in connection with specific activities such as booking a trip, making a donation or volunteering. We may collect this information electronically, in person, in writing or verbally.

We only ask for information we need. This information will then be used to process your booking or donation and to keep you informed about the trips or activities you have signed up for.

The information we collect helps us to make decisions about how we manage and control the operations of SAT.

We do not monitor or track our website usage. In the future we may choose to capture information about how users got to our website, the number of page views and which pages were most popular. Any information we collect will be anonymous and will not be personally identifiable.

Cookies

Cookies are placed on your computer when you make a booking request, enquire about becoming a volunteer or make a donation via our website. We use them to store login details and other personal information in order to process and manage your booking request, volunteering application or donation. We will not use your personal information for any other purpose and will not share it with any third parties. Your web browser settings allow you to refuse any cookie and also allow you to control any cookies on your hard drive. Please be aware that if you refuse a cookie or alter your settings you will be required to enter your personal information each time you visit our website to make a booking, contact us as a volunteer or donate.

How We Use your Personal Information

We will only use your personal information as permitted by GDPR. We will be open and honest about how we use the information you provide and where possible will contact you using the method you used to contact us or your preferred method. Our preferred method of communication is email.

SAT will collect a limited amount of information from you if you request a booking, wish to become a volunteer, make a donation or volunteer to crew a boat. We will only use your personal information to help us complete your booking request, help us raise funds, manage the crewing of boats or achieve our charitable aims. How we communicate with you will depend on our relationship with you and how you interact with us.

If you make a booking request, enquire about becoming a volunteer or make a donation via our website, you will be asked to provide your email address so that we can send an email confirmation. This information is only used to deal with your request and will not be used to communicate with you in any other way unless you give your consent.

If you book a trip, volunteer, make a donation in person, over the phone or by post, and provide your postal address, we may use it to fulfil your request. This may involve sending a confirmation letter, telephoning you or SMS message depending on your interaction with SAT.

If further communication is necessary, we will contact you using the same, your preferred, method.

If you are happy for us to use your story on the website or share your story with the media, you can decide if you would prefer to remain anonymous. An example of this maybe a request to tell your story to increase awareness about SAT. We will not do this without consulting with you first.

Volunteers

If you are a volunteer then we may collect additional information about you (e.g. references, criminal records checks, details of emergency contacts, date of birth etc.) This information will be retained for legal reasons to protect us and for safeguarding purposes. We will also use your personal information to administer volunteering and crewing arrangements. You have the right to see some, or all, of the information we hold about you.

Future Research and Feedback

In the future we may carry out research to help us understand what we are doing well and how we might improve and develop the service we offer. If you choose to take part in such research, we will tell you at the beginning what information we will collect, why and how we will use it.

We may also carry out surveys to get feedback on the service and experience we provide. If we do, this feedback will be anonymous and no personal information recorded.

From time to time we may ask for feedback and collect stories from service users and volunteers. We may use this information to improve the service that we offer and to raise awareness of SAT. Any feedback or information that you give us will only be used and shared if you provide consent. We will also check whether you are happy for us to use your name, the group you represent or if you prefer to remain anonymous.

If you consent to us using your story or images for promotional purposes, we will ask you for consent and explain what information we will collect and how we are going to use it.

We may use information and images that you have put in the public domain. An example of this is sharing comments, posts and images from social media platforms (e.g. Facebook or Twitter etc.).

Is Your Information Safe?

We take looking after your personal information very seriously and have policies in place across SAT to make sure that the data we hold is held securely and in line with the appropriate regulations.

Our website has no links to other sites.

We will only keep your information for as long as is reasonable and necessary. This includes the management of SAT operations and fulfilling statutory obligations (e.g. Gift Aid records must be kept for a minimum of six years after the end of the tax period in which the last donation was made).

We maintain your information in an efficient manner and dispose of it responsibly when it is no longer required.

You have the right to ask us to remove your personal information from our database.

Your Rights

Under GDPR you have a number of legal rights regarding your personal information:

- The right to be informed – you have the right to be informed about how we collect and use your personal information.
- The right of access – you have the right to access your personal and supplementary information.
- The right to rectification – you have the right to have inaccurate personal information corrected or completed if incomplete.
- The right to erasure – you have the right to have your personal information erased (this is also known as the right to be forgotten). This right is not absolute and only applies in certain circumstances.
- The right to restrict processing – you have the right to request the restriction or suppression of your personal information.
- The right to data portability – you have the right to obtain and reuse your personal information for your own purposes across different services.
- The right to object – you can object to: processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling); direct marketing (including profiling); and processing for purposes of scientific/historical research and statistics.

- Rights in relation to automated decision making and profiling – you have the right to object to the personal information being used for automated individual decision making and profiling.

If we do hold personal information about you and you have any questions about the data we hold, please contact SAT by emailing:

admin@safanchor.org.uk

You can also post any queries to:

Safe Anchor Trust Ltd
Shepley Bridge Marina
Huddersfield Road
Mirfield
WF14 9HR

Updating Your Preferences

It is up to you how you want us to communicate with you and you can let us know at any time if you want to change this.

If you would like to change the method of communication please email:

admin@safanchor.org.uk

Changes to This Privacy Policy

If the way we deal with personal information changes, we will keep you informed by updating this policy. So it is worth checking occasionally.

We may let you know of any specific changes to this policy by placing a notice on our website. By continuing to use our website you will be deemed to have accepted such changes.