



THE COAL MINING CHARITY

Privacy Notice

1. Introduction

CISWO wants everyone who we work with to be aware of the information we collect about them, and to be confident with how any personal information shared with us is looked after and used. This privacy notice sets out how we collect, use and store your personal information (this means any information that identifies or could identify you).

2. Who we are

CISWO is a national charity that is committed to protecting your personal information and making every effort to ensure that your personal information is processed in an open, fair, and transparent manner.

Under General Data Protection Regulations, CISWO is a "data controller". This means that we are responsible for, and control the processing of, your personal information.

For further information about how we deal with your personal data, or to request a copy of the data we retain about you, please contact our Data Protection Officer by:

- Writing to CISWO, The Old Rectory, Rectory Drive, Whiston, Rotherham S60 4JG
- Calling us on 01709 728115
- Emailing to mail@ciswo.org.uk

3. How we collect information about you

We collect information about individuals in order to provide support and services to those that need them, and to conduct activities in order to provide those services, including the employment of staff. We want to make sure you receive the communications that are most relevant to you, be it through visiting our website or receiving emails, post or phone calls.

We collect information from you in the following ways:

- When you interact with us directly: This could be if you ask us about our activities, access our services, register with us for an event, make a donation to us, apply for a job, or otherwise provide us with your personal information. This includes when you phone us, visit our website, or get in touch through the post, or in person.
- When you interact with us through third parties: This could be through contact with one of the third parties that we work with where you provide your consent for your personal information to be shared with us.
- When you visit our website: We gather general information which might include which pages you visit most often and which services, or information interests you most. We use this information to make improvements and to ensure we provide the best service and experience for you. Wherever possible we use anonymous information which does not identify individual visitors to our website.

4. Information we collect and why we use it

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number, national insurance number, and bank account details (if we are making a grant award to you or paying for services or employment) as well as information you provide in any communications between us.

We will mainly use this information:

- To provide the service that you have requested.
- To update you with important administrative messages about the service you have accessed or requested.
- To comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission.
- To keep a record of your relationship with us.

If you do not provide this information, or provide consent for us to hold this information, we will not be able to provide you with the services you have requested.

We may also use your personal information:

- To contact you about our work (see section 6 on 'Marketing' below for further information).
- To invite you to participate in surveys or research.

Sensitive Personal Information

If you share your personal information, or that of a friend or relative, we may also collect this information, be it by telephone, email or by other means. We will always treat that information with extra care and confidentiality and always in accordance with this Privacy Policy.

Should you be happy to share your story with the media or other parties as part of our work telling people's personal stories about experiences of our services or working in the coal mining industry, (for example, on our website) you can of course decide to remain anonymous. Personal information will however be required to access our support services.

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive personal information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation, or religious beliefs. We will only use this information for the purposes of dealing with your enquiry, training, and quality monitoring or evaluating the services we provide.

We will not pass on your details to anyone else without your express permission except in exceptional circumstances such as anyone reporting serious self-harm or posing a threat to others or children contacting us and sharing serious issues such as physical abuse or exploitation.

5. Legal basis for using your information

CISWO is allowed to process your information for the lawful reason of "legitimate interest". This means that the reason that we are processing information is because there is a legitimate interest for CISWO to process your information.

Whenever we process your personal information under the 'legitimate interest' lawful basis we make sure that we take into account your rights and interests.

6. Marketing

We will only contact you about our work and how you can support CISWO by phone, email, or text message, if you have agreed for us to contact you in this manner.

However, if you have provided us with your postal address we may send you information about our work to let you know of any changes in our services unless you have told us that you would prefer not to hear from us in that way.

You can update your choices or stop us sending you these communications at any time by informing us in person, contacting mail@ciswo.org.uk or writing to us at the above address.

7. Sharing your Information

The personal information we collect about you will only be used by our staff. We will never sell or share your personal information with organisations for any marketing activities.

We will only share your information with another party when you have provided us with consent (aside from section 8. below) and the processing of this information is always carried out under our instruction. We make appropriate checks to ensure that the third party is compliant with Data Protection Laws.

8. Legal disclosure

We may disclose your information if required to do so by law (e.g. to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority). Where possible we will inform you that we have shared your information.

9. Keeping your information safe

We take looking after your data very seriously. We ensure that your data is stored as safely as possible and have implemented physical, technical, and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss. This includes restricting access to your data to only those individuals within the organisation that require to see it for specific purpose; ensuring hard copy data is retained in locked cabinets when not in use; that electronic data is hosted securely and necessary mechanisms are in place to restrict access.

In the unlikely event of a data breach (i.e. your data is accessed by someone for who it is not intended) we would always inform you and also the Information Commissioners Office.

10. How long we hold your information for

We only keep data as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations.

11. Your rights

You have rights in respect of the personal information we hold about you as described below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting our Data Protection Officer through the details provided in Section 2 of this document. You can also make a complaint to the Information Commissioner's Office: <https://ico.org.uk>

Access to your personal information: You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. Please make all requests for access in writing, and provide us with evidence of your identity.

Right to object: You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. Please contact us as noted above, providing details of your objection.

Consent: If you have given us your consent to use personal information, you can withdraw your consent at any time.

Rectification: You can ask us to change or complete any inaccurate or incomplete personal information held about you.

Erasure: You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

Portability: You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.

Restriction: You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.

No automated-decision making: Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right not to be subject to automated decisions unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law. We do not currently carry out any automated decision-making.

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request. If you require more information about this policy and how we look after your personal information, contact our Data Protection Officer at mail@ciswo.org.uk or Tel: 01709 728115.