

How We Use Your Information

LJCSG needs to collect and use certain types of data including personal information in order to carry out our work. LJCSG is committed to a policy of protecting the rights and privacy of individuals and understands that this data must be collected and dealt with appropriately.

Please see our Privacy Policy for more information on when and why we collect your personal information, how we use it, the limited conditions under which we disclose it to others and how we keep it secure

Who We Are

West Indian Senior Citizens Project (WISCP) is a trading name of Leicester Jamaica Community Service Group (LJCSG). WISCP is a charity situated in the city of Leicester. It provides a variety of services such as Day Care, Lunch Club and Mobile Meals. It also delivers projects in Leicester Ageing Together such as Advocacy & Advice, Befriending & Mentoring, Carers Club and Older & Bolder.

Data We Collect

Lawful basis for processing data

We use the following lawful bases for processing your data:

Based on our legitimate interests:

1. We collect basic contact information from the individuals we support, without which we would be unable to deliver our core services
2. To contact individuals about opportunities or events which are relevant to them as part of the support service we deliver

Based on explicit consent:

1. To collect special categories of personal data such as health issues to ensure that we meet the needs of anyone who accesses our services
2. To send marketing communications where we ask for your consent

Why we collect information

We process personal information to enable us to provide a voluntary service for the benefit of the public of Leicester and Leicestershire as specified in our constitution; to deliver our services, administer membership and service user records; to fundraise and promote the interests of the charity; manage our employees and volunteers; maintain our own accounts and records, and report to our funders/statutory organisations/local authority.

Type/classes of information processed:

We process information relevant to the above reasons/purposes. This may include:

- personal details
- family details
- health details
- care/support plans
- lifestyle and social circumstances
- membership details
- goods and services
- financial details
- education and employment details

We also process sensitive classes of information that may include:

- physical or mental health details
- racial or ethnic origin
- religious or other beliefs of a similar nature

Who the information is processed about

We process personal information about:

- service users
- members
- staff
- volunteers
- trustees
- complainants, supporters
- enquirers
- advisers and representatives of other organisations

We collect the data which we need in order to successfully deliver and report on our services:

- Names
- Addresses
- Email addresses
- Telephone numbers

We may also request special categories of personal data, for which we will always seek explicit consent.

From time to time we may also ask for you to voluntarily provide additional information as part of surveys, polls, or feedback.

How we use your information

Your information will only ever be used to help us deliver and report on our services.

Your data is stored on a secured database, which is only accessible to trained staff, volunteers and WISCP's external IT contractor.

Data Sharing

Access to your information

You have the right at any time to ask us what information we have about you, request amendments or updates to that information, or to ask us to delete information we hold on you.

You can submit a subject access request by completing our subject access request form. Email your request to our data protection officer at info@wiscp.org.uk. The DPO will be in contact with you.

Please be aware that further information may be required before access is granted.

Data retention period

Personal data will be stored for up to 6 years after the last point of contact with you.

After that point we will retain anonymised data on your group for the purposes of reporting.

You have the right to contact us at any point to erase or update your personal data. Please bear in mind that if we erase your personal data from our systems, we may be no longer able to offer you our services.

Marketing

We would like to send you information about news and events relating to WISCP services, projects and events.

If you consent to receive marketing, you can opt out at any time by emailing WISCP at info@wiscp.org.uk.

We may also communicate directly with you by phone or email about the activities or services we provide for you.

Mailing List

As part of the registration process for our mailing list, we collect personal information. We use this information for several purposes: to inform you about relevant information in connection with products and/or services we are providing to you or through your organisation; to contact you if we need to obtain or provide

additional information; to check our records on a continuous basis and confirm at regular intervals that you are satisfied with our services and products.

We will not sell, rent, or trade email lists with other organisations and businesses without your consent.

You can unsubscribe to our mailing list at any time by emailing us at info@wiscp.org.uk.

Wifi

When you use WISCP Wi-Fi, we may collect data about:

- a) your device;
- b) the volume of data which you use;
- c) the websites and applications which you access; and
- d) your usage by access time, frequency and location.

Cookies

Cookies are small text files placed on your computer by websites you visit to help track your behaviour on those sites.

You can configure your browser to block websites from accepting cookies and to delete any existing cookies that have already been downloaded. However, please note that blocking cookies may stop some features of our website from working correctly.

Please note: Cookies cannot be used to run code or programs, or to deliver viruses to your computer.

You can find out more about cookies on the Information Commissioner's Office (ICO) website: <https://ico.org.uk/for-the-public/online/cookies/>

Third Parties

We sometimes need to share the personal information we process with the individual and also with other organisations. Where this is necessary we are required to comply with all aspects of the Data Protection Act (DPA). What follows is a description of the types of organisations we may need to share some of the personal information we process with for one or more reasons.

Where necessary or required we share information with:

- service users
- members
- family, associates or representatives of the person whose personal data we are processing
- employees

- current, past and prospective employers
- healthcare, social and welfare organisations
- educators and examining bodies
- financial organisations
- employment and recruitment agencies
- survey or research organisations
- business associates and professional advisers
- providers of goods and services
- local and central government
- other voluntary and charitable organisations

Legal disclosure

We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority); or, in order to enforce our conditions of sale and other agreements.

Changes to This Policy

This policy is reviewed annually. It was last reviewed June 2018.