

GATEWAY WHEELERS

PRIVACY POLICY

Introduction

Gateway Wheelers is committed to respecting your privacy and protecting your personal information. In this document, we will explain how we collect, use and protect your personal data.

We will also explain what rights you have with regards to your personal data and how you can exercise those rights.

We will keep our privacy policy under regular review, so please check it frequently.

This policy was last updated in December 2018.

Who we are

We are Gateway Wheelers (registered charity number 1084149) and we enable people with disabilities to enjoy cycling.

Our registered office is:

Gateway Wheelers
The Old Rectory
The Broadway
Houghton-le-Spring
DH4 4BB

If you have questions about how we process personal data, or would like to exercise your data subject rights, please email us at officegatewaywheelers@yahoo.co.uk.

Why we collect your personal information

To improve the way we communicate and work with you and provide you with any information that you have requested.

To comply with statutory requirements.

Where we collect your personal information

When you use our website or services, you are agreeing for us to store and process your personal data. The ways we do that are explained in this policy.

You have the right to be informed about the collection and use of your personal information.

When we collect personal information from you, we will provide you with privacy information at the time we obtain your information.

When we obtain your personal information from a source other than you, we will provide you with privacy information:

- within a reasonable period of us obtaining the personal information and no later than one month
- if the information is used to communicate with you, at the latest, when the first communication takes place; or
- if disclosure to someone else is envisaged, at the latest, when the data is disclosed.

There are **2 main ways** in which we collect personal information about you: directly or indirectly, including the use of third parties.

When you give your personal information to us **directly**:

You may give us your information in order to become a member, participate in activities organised by us, contact us with an enquiry, apply for a job or to volunteer with us, make a donation, purchase our goods or communicate with us.

When you give your personal information to us **indirectly**:

Your information may be shared with us by independent event organisers, for example fundraising sites like Just Giving or My Donate. These independent third parties will only do so when you have indicated that you wish to support Gateway Wheelers and with your consent. You should check their Privacy Policy when you provide your information to understand fully how they will process your data.

When you give permission to **other organisations to share** or it is **available publicly**:

When we collect personal information as you use our **websites**:

Cookies are small text files that are placed on your computer by websites that you visit. At Gateway Wheelers, we use cookies to estimate our audience size and usage pattern, to store information about your preferences, to customize our website according to your individual interests, to speed up your searches and to recognize you when you return to our website. You can control the use of cookies at your individual browser level. Please find more information about our cookies technology here: <https://www.aboutcookies.org/>

Cookies add various functionality to this website and are required for certain functions to work. The following functions require the use of cookies on our website:

Google Analytics - this collects anonymous usage data that helps us monitor popular pages, traffic sources and other web statistics.

How we use your personal information

Personal information means any information that may be used to identify you, such as your name, title, telephone number, email address, or mailing address.

We may process your personal information for our legitimate business needs. We collect your personal information because we need it to help us fulfil your requests, keep in touch with you, and offer you communications that are relevant to you.

This includes things like:

- to enhance, modify, personalise or improve our services/communications for the benefit of our customers and prospective customers
- to better understand how people interact with our website
- to provide postal and/or email communications which we think will be of interest to you
- providing any information or services you have requested
- processing financial transactions such as donations, entering a paid event or setting up a Direct Debit. This includes processing gift aid with HMRC if relevant

- keeping a record of any communications between us and you, for example emails and phone calls
- keeping a record of other interactions too, such as requests for leaflets or attending an event
- managing and improving how we communicate with you – how you prefer to be contacted, and what information you want to receive.
- responding to complaints or queries and look into any legal claims.

Whenever we process data for these purposes we will ensure that we always keep your personal information rights in high regard and take account of these rights. You have the right to object to this processing if you wish, and if you wish to do so please see the section(s) below on updating your preferences or unsubscribing.

Please bear in mind that if you object this may affect our ability to carry out the tasks above for your benefit.

Sensitive personal information

Sometimes, we may ask you for more sensitive information, such as your personal connection to learning disability or your health condition if you are taking part in a sporting event. We will only collect this information with your permission and we will always take extra care of it.

How we keep your personal info and who has access to it

We ensure that there are appropriate technical controls in place to keep your personal information safe and prevent unauthorised access to it.

Electronic data and databases are stored on secure computer systems and we control who has access to them. Our staff receive data protection training and we have data protection policies and procedures in place which staff are required to adhere to.

We regularly review who has access to information that we hold to ensure it is only accessible by trained staff, volunteers and contractors.

When we share your personal information

We will not sell or rent your personal information to third parties for the purposes of marketing, and we will not share your personal information for others to use in their marketing or fundraising activities.

We may need to disclose your personal information if required to the police, regulatory bodies or legal advisors.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

How long we keep your data

The length of time we hold your personal information for varies depending on the type of information and its use.

We will only keep your personal information for as long as it is necessary to provide the services and/or products that you have requested, or for such other essential purposes such as, complying with our legal obligations, resolving disputes, investigating disciplinary matters and enforcing our agreements.

We will also retain data in accordance with statutory requirements.

If you have indicated that you do not wish to hear from us in the future, we will keep the minimum information necessary to ensure we avoid contacting you any further.

The actual retention periods for different types of personal information that we hold can be found in our data retention policy.

We continually review the information that we hold and delete anything that is no longer required. We never store payment card information.

Your legal rights

We want to ensure that you are always in control of your personal information.

Part of this is making sure that you understand your legal rights. We have outlined these, together with details as to how you can exercise them.

The right to access your personal information

You have a right to obtain confirmation that your personal information is being processed. You also have the right to request a copy of the personal information that we hold about you.

When you are requesting a copy of the personal information that we hold about you, we will endeavour to provide you with the information you have requested without delay and in any event within one month of receiving your request.

We will not charge a fee for complying with a request unless the request is deemed to be manifestly unfounded or excessive.

The right to edit and update your personal information

The accuracy of your personal information is important to us. You have the right to request that your personal information is rectified if it is inaccurate or incomplete.

We will endeavour to comply with your request without delay and in any event, within one month of receiving your request.

The right to request to have your personal information erased (also known as the 'right to be forgotten')

You do not have an automatic right to have your personal information deleted. You do, however, have the right to request the deletion or removal of your personal information where there is no compelling reason for its continued processing. We will review each request on a case by case basis.

We will endeavour to comply with your request without delay and in any event, within one month of receiving your request.

The right to restrict the processing of your personal information

You have the right to 'block' or suppress processing of your personal information. However, we will continue to store your personal information but not further process it. We do this by retaining just enough of your personal information so we can ensure that the restriction is respected in the future.

We will respond to your request within 21 days of receiving it, stating what we intend to do and, if we do not intend to comply with the objection, the reasons for our decision.

The right to object to your personal information being used for direct marketing (including profiling) and processing for the purposes of scientific/historical research and statistics

You have the right to object to your personal information being processed for direct marketing purposes (including profiling) and scientific/historical research and statistics. From the very first communication from us and every marketing communication we send after, you will have the right to object to marketing.

We will stop processing your personal information for direct marketing purposes as soon as we receive an objection from you.

The right to complain to a supervisory authority if you believe we have not handled your personal information in accordance with the data protection laws

You can make a complaint or raise a concern about how we process your personal information by contacting our Development Officer who is responsible for Data Protection using the details set out below.

If you are not happy with how we have handled your complaint, or you believe that your data protection or privacy rights have been infringed, you have the right to complain to the Information Commissioner's Officer (ICO), which oversees the protection of personal data in the UK.

Alternatively, you may choose to contact the ICO directly about your complaint, regardless of whether you have raised it with us first.

If you wish to exercise any of the rights outlined in this section, please write to us at the following address:

**Gateway Wheelers
The Old Rectory
The Broadway
Houghton-le-Spring
DH4 4BB**

Or send an email to: officegatewaywheelers@yahoo.co.uk

Please keep in mind that there are exceptions to the rights outlined above and although we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

Making changes to your personal information

If your personal details change, please help us to keep this information up to date by getting in touch and telling us:

**Gateway Wheelers
The Old Rectory
The Broadway
Houghton-le-Spring
DH4 4BB**

Or send an email to: officegatewaywheelers@yahoo.co.uk

Updating your preferences or unsubscribing

You are in control of how we contact you, for example by post or email. And you can control this by contacting us

If you want to stop receiving emails, click the 'unsubscribe' link at the bottom of any of our emails.

To make changes to the type of communications you get from us and how often you get it, please contact us at the address above.

Posting or sending inappropriate content

If you post or send any content that we believe to be inappropriate or content in breach of any laws, such as defamatory content, we may use your personal information to inform relevant third parties such as your internet provider or law enforcement agencies.

Update or changes to the privacy policy

This privacy policy was last updated in **December 2018**.

We reserve the right to make changes to this Privacy Policy. Each time you visit this site, you should check this Privacy Policy to check that no changes have

been made to any sections that are important to you. The latest version of our Privacy Policy will always be available on our website.

It there are any major changes to our Privacy Policy, we will add a notice on our website or contact you by email (where appropriate).

For more information about your information rights visit www.ico.org.uk

Approved by the Management Committee on

Signed:

..... Date

Chair of Gateway Wheelers

Date of Review.....