



Privacy Policy

Tap into IT Where You Are Ltd (Tap into IT) wants everyone who we work with and who supports us to feel confident and comfortable with how any personal information you share with us will be looked after or used. This Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you).

Tap into IT is committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

As a "data controller" for the purposes of the Data Protection Act 1998 and (from 25 May 2018) the EU General Data Protection Regulation 2016/679 ("Data Protection Law"), we are responsible for and control the processing of, your personal information.

How we collect information about you

When you interact with us directly: this could be if you ask us about our activities, register with us and use our services, make a donation to us, apply for a job or volunteering opportunity 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 or when you interact with us through third parties such as a volunteer recruitment service and provide your consent for your personal information to be shared with us.

Information we collect and why we use it

Personal Information

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number and bank details (if we make payments to you), as well as information you provide in any communications between us. You will have given us this information whilst registering for a service or to volunteer with us, making a donation or any of the other ways to interact with us.

We will mainly use this information:

- To provide the services or goods that you have requested.
- To update you with important administrative messages about services you have requested.
- To keep a record of your relationship with us.
- To administer a volunteering arrangement.
- To process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions.
- To invite you to participate in surveys or research.

Sensitive Personal Information

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, or age, for example. We will only use this information for the purposes of quality monitoring or evaluating the services we provide.

Where we process criminal offence data, we do so as we believe it is of substantial public interest as well as, in certain circumstances, it being our duty under the Protection of Vulnerable Groups Act (2007).

We will not pass on your details to anyone else without your express permission except in exceptional circumstances. Examples of this might include 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.

Where you have given us your express consent or otherwise clearly indicated to us that you are happy for us to 'share your story', then we may publish it on our blog, to funders or in other media where you can of course remain anonymous.

Legal basis for using your information

We will only use your personal information where we have your consent or because we need to use it in order to fulfil a contract with you. The the General Data Protection Regulations allow us to process your personal information where there is a 'legitimate interest' for us to do so to deliver our services. Whenever we process your Personal Information on the basis of 'legitimate interests', we will ensure that we do so in an appropriate and proportionate way, taking into account your rights and interests. We process criminal conviction data on the basis of 'substantial public interest' and in the case of PVG checks, in accordance with the Protection of Vulnerable Groups Act (2007). This may be subject to change after the Data Protection Bill 2017 comes into effect.

Marketing

We will only contact you about our work and how you can support Tap into IT by phone, email or postal address, if you have agreed for us to contact you in this manner. You can update your choices or stop us sending you these communications at any time by contacting admin@tap-into-it.co.uk.

Sharing your Information

The personal information we collect about you will mainly be used by our staff so that they can support you.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities.

Tap into IT may however share your information with our trusted partners and suppliers who work with us on or on our behalf to deliver our services, but processing of this information is always carried out under our instruction. We make sure that they store the data securely, delete it when they no longer need it and never use it for any other purposes. We enter into contracts with these service providers that require them to comply with Data Protection Laws and ensure that they have appropriate controls in place to secure your information.

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).

Keeping your information safe

We take looking after your information very seriously. We've implemented appropriate 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.

Unfortunately the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that advertisers or Web sites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites or advertisers.

How long we hold your information for

We only keep it as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations (for example, the collection of Gift Aid).

Your rights

You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting our Administrator, Dawn Exley at admin@tap-into-it.co.uk or by phone on 07455816430. You can also make a complaint to the data protection supervisory authority, 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. You can make a request for access free of charge. 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. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.
- Consent: If you have given us your consent to use personal information (for example, for marketing), 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 that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law. You also have certain rights to challenge decisions made about you. 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.