



Privacy Policy

Introduction

Welcome to the Maypole Project's privacy policy.

Maypole respects your privacy and is committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you.

Important information and who we are

Purpose of this privacy policy

This privacy policy aims to give you information on how Maypole collects and processes your personal data, including any data you may provide through this website, when you sign up to our newsletter or use a Maypole service.

It is important that you read this privacy policy together with any other privacy policy or fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy policy supplements other notices and privacy policies and is not intended to override them.

Controller and Contact Details

The Maypole Project (referred to as “Maypole”, "we", "us" or "our" in this privacy policy) supports children with complex medical needs and their families. Our registered charity number is 1120163. The Maypole Project is the controller and responsible for your personal data.

We have appointed a data privacy manager who is responsible for overseeing questions in relation to this privacy policy. If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact the data privacy manager using the details set out below.

Full name of legal entity: The Maypole Project

Data privacy manager: Phillip Price

Email address: phillipprice@themaypoleproject.co.uk

Postal address: 51 High Street, Green Street Green, Orpington, Kent BR6 6BQ

Telephone number: 01689 851596

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Your duty to inform us of changes

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

The data we collect about you, how we collect it and how we use it

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you, and we have set out below the different groupings of people who may provide us with personal data.

Under data protection law, there is a special category of data which covers, among other things, health information, race, religious beliefs and political opinions (“sensitive data”). If the data is

specifically relevant to your engagement with use we may need to collect sensitive data e.g. there may be a need for dedicated medical support at a Maypole (or associated) event or we may need the data as part of the provision of a service. We would generally obtain your explicit consent before processing any sensitive data but we may have a legitimate or contractual right to process the data at times. If you do not allow us to process any sensitive personal data, this may mean we are unable to provide all or part of our service effectively.

Supporters, donors and prospective clients

How do we collect your information

You may provide us with your personal data directly, through making a donation to Maypole, through interacting with this website or through other social media, by asking a question about our services, signing up to an event or when you communicate with us by email, post or telephone. We may also receive personal data about you from a third party but we would always make sure the third party has the right to provide us with your personal data.

What data do we collect

We may collect the following information about you:

your name, date of birth, gender, address, email address and/or telephone number

your enquiries about our activities, services or products

records of fundraising events you've attended

campaigns you've supported

whether you are a UK taxpayer (for GiftAid purposes)

your bank account and/or payment details should you wish to make a payment or donation to Maypole

your record of contact with us – whether a query, compliment, or complaint.

How do we use your data

We may use your personal data to:

register you with us or set up an online account

process your donations or for fundraising and marketing events. We will ensure any payments made by you are processed securely. We do not store your credit or debit card details following the completion of your transaction. All card details are securely destroyed once the payment or donation has been processed. Only staff authorised and trained to process payments can see your card details.

provide you with updates or newsletters on Maypole and invite you to Maypole, or select third party, events and activities

ask you for support for Maypole

conduct market research such as looking at the demographics, interests and behaviours of our supporters and donors to help us gain a better understanding of them and to enable us to improve our service. This research may be carried out internally by our employees or we may ask another company to do this work on our behalf. This research may include making use of profiling tools to ensure we only contact you when we really need to. We will never sell your data to a profiling company however we may utilise tools which are available from companies which can help us manage our data.

facilitate the ordering of products or services from us (see separate section below covering the use of your personal data when you use one of our services)

comply with our legal obligations, policies and procedures, for example claiming Gift Aid

consider whether we can provide you and/or your family members with support and assistance from us (e.g. by contact with our referrals team)

send you information about volunteering with Maypole

report, analyse and fix issues with our website

Who do we share your information with

We may share your data within Maypole where different staff members need to see it in order to provide you with a service. We may be required to share your data with other agencies for legal reasons, a court order for example.

Families and service users

How do we collect your information

You may provide us with your, and your family's (in the case of a child or young person), personal data directly, by enquiring about or receiving one of our services or attending a Maypole activity. This information may be provided through interacting with this website or other social media, sending or receiving an email, asking a question about our services, signing up to an event or when you communicate with us by post or telephone. We may receive personal data about you from a third party but we would always make sure the third party has the right (your consent) to provide us with your personal data.

What data do we collect

We may collect the following information about you:

your name, date of birth, gender, address, email address and telephone number

your parent, guardian or legal representative (if applicable)

data about your or your families medical health, including mental health, information on the social care available to you

information on medical conditions and treatments

relevant appointment details with third parties and test results

We may collect sensitive data information from you and your supported child, but only if it is specifically relevant to the engagement you have with us e.g. we need to know about medical conditions in order to provide services.

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to provide the

relevant service to you. In this case, we may have to stop the service you have with us but we will notify you if this is the case at the time.

Where services are provided to children under the age of 16 years, Maypole will require the consent of the parent or guardian before Maypole collects and/or processes the child's data.

How do we use your data

We may use your personal data to:

register you and/or your child with us as a client or user of our services

provide you and/or your child with counselling and support services

discuss support services with you

provide the information to a support worker in order to connect to the family/client to provide support plus other activity sessions or support events throughout the year

create support notes relating to the services you are being provided

update you and invite you to Maypole events and activities

order products or services from us

comply with our legal obligations, policies and procedures

Who do we share your information with

We do not share sensitive information or confidential health information about our clients without their consent unless under a legal obligation to do so. We will only share information after the relevant individuals (including guardians or legal representatives where required) have signed a "consent to share" document, which details the circumstances in which we may share information. In certain circumstances, we receive and will share personal information with other professional organisations, such as hospitals, GPs, community nursing teams, Local Authorities and schools.

A separate “Client Data Policy” is provided to users of Maypole’s support services. This will be provided to you when you contract with us for support services. It goes into additional detail around how we use your personal data as part of the provision of support services.

Applicants (e.g. job opportunities)

How do we collect your information

As part of the recruitment or volunteer selection process, Maypole may collect information from you which is relevant to your application for a role or position at Maypole.

What data do we collect

your name, date of birth, gender, address, email address and telephone number

your qualifications and detail around your suitability for the role at Maypole

the details and consent of your parent, guardian or legal representative (if required)

references relevant to the role, including information provided by the referees

How do we use your data

to assess and progress your application

to contact you regarding job and volunteer opportunities

Who do we share your information with

We will only share your personal data with independent third parties with your consent and when directly required as part of the recruitment process. In these circumstances, they will only process your personal information in line with our instructions.

Applicants (Volunteers/Trustees)

How we collect your information

You may provide us with your personal data directly, by enquiring about volunteering or applying for one of our volunteer roles. This information may be provided through interacting with this website or a social media platform, sending or receiving an email, asking a question about our services, or when you communicate with us by post or telephone. Once you apply for a role, as part of the volunteer recruitment and selection process, Maypole will collect information from you which is relevant to your application for a role. We may receive personal data about you from a third party but we would always make sure the third party has the right (your consent) to provide us with your personal data.

What data do we collect?

your name, date of birth, address, email address and telephone number

emergency contact information

details about your suitability for a role including relevant qualifications and, for some roles, your employment history

referee details and subsequent references received

medical conditions that might impact on your ability to undertake the role

whether you have any criminal convictions and details of convictions you disclose prior to a background check

parental consent (parent's name and signature) if required

diversity monitoring information including gender, ethnicity, employment status, disabilities and age group (anonymised and removed before selection process)

How do we use your data?

We may use your personal data to:

to assess and progress your application

register you with us as a volunteer

to contact you regarding your volunteering and volunteer opportunities

invite you to Maypole events and activities

Children/Young Persons

Children aged 13 and under who want to participate or work with Maypole will be required to provide a parent's or guardian's email address or contact details before engaging with us. We will then contact the parent or guardian to ask their permission to communicate with the child/young person.

Employees, volunteers, interns and contractors

Please see the Maypole Project Privacy Notice for employees, volunteers and contractors for information on how your personal data is processed. This is available from the Maypole office.

Website Visitors

Please see our cookie policy for details of what information may be collected through your use of this website.

Purposes for which we will use your personal data

We will only use the personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

where we need to perform the contract we are about to enter into or have entered into with you.

where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

where the processing is necessary to meet a legal obligation which applies to Maypole.

you have consented to our processing of your personal data. If you have consented, you can withdraw your consent at any time by contacting us.

Please contact us if you need details about the specific legal ground we are relying on to process your personal data.

Opting out

You can ask us to stop contacting you at any time by following the opt-out links on any communication sent to you or by contacting us at any time.

Third-party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see [LINK TO YOUR COOKIE POLICY].]

Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data retention

How long will you use my personal data for?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Details of retention periods for different aspects of your personal data are available in our retention policy which you can request from us.

Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or

where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data 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 as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

If you want us to establish the data's accuracy.

Where our use of the data is unlawful but you do not want us to erase it.

Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.

You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact our Data Protection Manager.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Policy updates

We keep our privacy policy under regular review. This version was last updated in February 2019.