

The Besom in York – Privacy Policy

This privacy policy explains what personal information we collect about you, why and how we use it. Please refer to our Data Protection Policy for information on how we store and protect your data.

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Lawful Basis

The Besom in York operates under the lawful basis of “Legitimate Interests” with respect to the processing of client (recipient) and donor data (givers). The Legitimate Interest is we require certain data, e.g. contact data and address data, in order to deliver the services we offer both to clients and donors.

The Besom in York operates under the lawful basis of “Consent” with respect to the processing of volunteer (time givers) data. Volunteers will be required to fill in a form giving consent to hold key information including contact data, emergency contact details, references, and in the case of those volunteering to drive the van, a copy of their driving licence.

What information do we collect about you?

Recipients (clients) and Referring Agencies – When referred or referring we will collect the minimum of information to meet the need you have been referred for or are referring. When we are able to meet all or part of that need we will request full information to allow us to do so, usually address and phone number so that we can contact you to arrange delivery of items.

Donors – When you contact us about giving we collect the minimum of information necessary to deal with your donation usually phone number or email and address. In the case of a gift aided financial donation we will collect your name and address. In the event we cannot process your donation immediately we will store your phone number or email for you and when we are able to process your donation will contact you to request further information, usually your address so that we can collect items.

Volunteers (time givers) – When you volunteer you will be asked to fill in a form with your contact details, reference details and details of an emergency contact. Volunteers willing to drive the van will also have a photocopy of their driving licence taken. We will take up a reference from the individual you provide, this will include information about your religious beliefs and any other information the referee feels is applicable to your volunteering role, including your suitability to work with vulnerable adult and children.

How will we use the information about you?

Recipients and Referring Agencies – we will initially use the information we collect from you to contact you to discuss the delivery of services to you or your clients. We will then use your information to provide you with any service(s) we have agreed with you and keep referring agencies updated with progress.

Donors – we will use the information we collect from you to process your donation and to thank you for your support.

Volunteers – we will use the information we collect from you to contact you about your volunteering, as well as to invite you to events such as prayer meetings and conferences.

Sharing your information

We will not share any personal information we hold about you with anyone outside our organization without your prior consent. We may share stories of our work, but whenever doing so we will ensure that you are not identifiable.

Retaining and deleting your information

We will take all reasonable steps to ensure that the information we hold about you is kept secure. We will only hold your personal data for as long as it is required. Deleting your information may involve either the removal of the data or its anonymization, meaning that it no longer continues to be personal data that will identify you. Please contact us using the details below if you wish to request that your data be deleted.

Access to your information and correction

You have the right to request details of the information we hold about you. To do this, you should send an email to the address below. We will respond to your request within 30 days of receiving the written request. You have the right to request that we update, correct or delete any information we hold about you. Please contact us using the details below to let us know what needs changing.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated on 17/05/2018.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you.

By email: info@thebesominyork.co.uk

By phone: 0300 302 0024

For more information about your legal rights in relation to the information we hold about you, please visit the Information Commissioner's Office at ico.org.uk