

Exeter St James Community Trust Ltd Privacy Policy

Introduction

Exeter St James Community Trust Ltd (ESJCT) relies on the generosity of its members and supporters to achieve its objects which are to carry on any business for the benefit of the residents of St James, Exeter. We aim to be transparent in why we need to collect your personal data and once we have it how we will use it.

This policy exists so that you feel confident about the privacy and security of your personal information. We take protecting your privacy very seriously and will always take all reasonable steps within our power to make sure your information is safe. By providing us with your personal information, you consent to the collection and use of any information you provide in accordance with this privacy policy.

In this Privacy Policy, references to “we” and “us” are to the Exeter St James Community Trust Ltd.

ESJCT is a registered society under the Co-operative and Community Benefit Societies Act 2014 and registered by the Financial Conduct Authority, number 8372. It has charitable status approved by Her Majesty’s Revenue & Customs.

Why do we collect information?

ESJCT aims to support, develop and promote projects that benefit the residents of St James, Exeter. To deliver our objects we need to communicate our work to existing and new members and supporters. We need to collect your information and process it in order to communicate the appropriate messages to you which in turn will help us raise funds to meet our goals.

What information do we collect and how do we collect it?

We respect everyone’s right to personal privacy. To that end, we collect and use information only as disclosed in this Privacy Policy. We may collect information every time you interact with us – through our website, over the phone, by email or by post. The type and quantity of information we collect and how we use it depends on why you are providing it.

For example, we may collect information when you:

- become a member of ESJCT
- come to an event
- make a donation to us
- respond to our mailings
- contact us online, via email, by post or by telephone.

The information we collect and store includes but may not be limited to:

- your name, address, telephone number, mobile number and/or email address, where these have been supplied by you, along with your preferences as to how we should or shouldn’t contact you in the future

- financial information only where members have submitted this to us
- records of your donation history and any correspondence with us.

How long do we store your data and how do we keep it safe?

We store your data for as long as is needed to meet statutory requirements and as long as is relevant to your preferences. For example if you contact us to be removed from a specific mailing list we need to hold your information so that those particular permissions are recorded for future reference.

What we do with your information?

This Privacy Policy has been created in order to demonstrate our commitment to the protection of your data and to be transparent in how we deal with it. We will process your data in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. The details we collect will be used:

- to comply with legal requirements
- to send you information on our work, our fundraising communications or our e-news as pertinent to your membership of ESJCT.

We may pass your information onto our suppliers to allow them to perform services on our behalf for which you have already agreed to (e.g. to send out mailings or to send out e-newsletters). In these circumstances we will not give these organisations any rights to use your personal information except to provide services to us and in accordance with our instructions.

We use a third-party provider, MailChimp, to deliver our emails with relevant news and invitations to our members. Neither we nor MailChimp will ever sell your email address or share it with any other party unless legally compelled to do so. MailChimp's privacy policy can be found here:

<https://mailchimp.com/legal/privacy/>

We also utilise a third party, Google Analytics, to track the usage and volume of users on our website. The information they collect is not in any way associated with the details we hold about you online. More information about Google Analytics privacy terms can be found here:

<https://support.google.com/analytics/answer/6004245?hl=en>

Your rights

We want to make it easy for you to tell us how you want us to communicate, in a way that suits you. Our communications have clear preference questions and we include information on how to opt out.

If you decide not to hear from us we will respect your wish. Just inform us when you provide your data or email us at: trust@exeterstjames.org or write to us at the registered address: 15 Powderham Crescent, Exeter, EX4 6DA. You can also ask us to update or remove your personal information and you have the right to request a copy of any personal information we hold about you.

If you want to find out what information we store about you, you can request the details under the Data Protection Act 1998 and the General Data Protection Regulations. Please send a description of the information you want to see and proof of your identity by post to: The Secretary, 15 Powderham Crescent, Exeter, EX4 6DA. We do not accept these requests by email .

You can also send us your comments or lodge a complaint by contacting us at the afore-mentioned address. An inquiry will be held into each complaint, and the appropriate action will be taken. If the problem raised by your complaint requires a change in our policies and procedures, we will act accordingly.

Despite all of our precautions however, no data transmission over the internet can be guaranteed to be 100% secure. So, whilst we strive to protect your personal information, we cannot guarantee the security of any information which you disclose to us and so wish to draw your attention that you do so at your own risk.

If you are not happy with the way we have handled your data, and are unable to resolve the issue with us, you can complain to the Information Commissioner's Office (ICO) here:

<https://ico.org.uk/concerns/>

Website Policy

This Privacy Policy only applies to ESCT and its website. We analyse traffic to the website to help us improve both what we do and the site itself – we want your experience of the site to run as smoothly as possible. Rest assured, we strictly will not use your details for marketing purposes unless you give consent.

Liability

We take every effort to make the web site as up to date and accurate as possible. However, we cannot be held responsible for any loss, costs or damages incurred as a result of using the Site.

Copyright

All information contained on the website is property of ESCT and cannot be reproduced in any format for any purposes without prior written permission.

Intellectual Property Rights

Except as expressly provided, nothing contained in these conditions or anywhere on the Site shall be construed as conferring any licence under any of our or any third party's intellectual property rights.

Privacy

You can access the Site and browse the Site without disclosing Personal Information.

Personal Information which you supply whilst using the Site may be held in our password-protected computer records. We will not use this information for any marketing purposes and will not pass on to third parties except as explained under "What we do with your information?" above.

It is our policy to take all necessary steps to ensure that Personal Information held by us is processed fairly and lawfully. We will take all necessary steps to implement this policy.

It is our policy to ensure that all relevant statutory requirements are complied with, including the eight Data Protection Principles contained in the Data Protection Act 1998 and the GDPR 2018.

Information Collected

Any information you enter on the website will solely be used in order for us to reply to your question or message and to enable us to consider and respond to the views of members.

Third Party Disclosure

Your personal information is very important and we will not disclose or sell your details to any other organisations except as explained under “What we do with your information?” above.

Data Security

We take appropriate measures to safeguard the information we hold from unauthorised access or improper use. Our data is stored in a secure, password protected location.

Integrity of Data

We take all reasonable measures to ensure that the information held is accurate. Individuals may request details of all personal information held by us so as to contest inaccurate or incomplete data, verify the information and have it corrected it as appropriate.

Web Links and Downloads

The website may display hyperlinks or pointers to other websites maintained by third parties which we think may be of interest to visitors of the Site. Information placed on any websites linked to the Site is not under our control. If you decide to access any such information you do so at your own risk. It is always advisable to run an anti-virus programme on all content and materials downloaded from the Internet.

Site Content

We reserve the right to make changes and corrections to the information placed on the Site at any time, without notice to the visitors to the Site. The ownership of and sole rights to obtain the ownership of the content placed on the Site shall at all times be vested in us.

You may not modify, reproduce or distribute the content placed on the Site or use any trademarks associated with us without prior written consent. You may download one copy of the content of the Site for your own personal use but you may not in so doing remove any trademark, copyright or other proprietary notice.

Cookie Policy

We use cookies to improve your experience. Cookies are tiny text files downloaded on to your computer, tablet or smartphone when you visit a website. They help us remember you and enable you to use certain features of the site.

In general cookies are used to retain user preferences, store information and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies. We suggest consulting the Help section of your browser or taking a look at the [About Cookies](#) website which offers guidance for all modern browsers.

Path to Compliance

The information on these pages is part of the action we are currently taking as we work towards higher levels of compliance. It is our policy to continually improve our privacy levels and will post updates as required.

Severence

If any provision of these terms of use is found to be invalid, illegal or unenforceable for any reason by any competent authority or a court of law, the remaining terms shall continue in full force and effect.

Entire Agreement

These terms of use represent the entire agreement between you and us relating to your use of the Site. You agree that you will have no remedy in respect of any untrue representation innocently or negligently made by or on behalf of us prior to accepting these terms of use whether such representation was made orally or in writing.

Governing Law

These terms of use shall be governed by and construed in accordance in all respects with the laws of England and Wales and in the event of any dispute regarding your use of the Site you shall submit to the exclusive jurisdiction of the English Courts.

Changes to this Policy

This policy was published in May 2018 in line with recommendations published by the Information Commissioner and the Fundraising Regulator. It was re-worded to make it easier to understand, and to clarify that we do not sell, swap or share your data with any other organisations except where they are acting on our behalf. We may amend or update this policy at any time to take account of any changes to data protection law or other legislation. When further updates to the policy are made they will be posted on this page, but rest assured we won't ever make any other changes to the way we use your data without asking you first. Your subsequent submission of personal information will be deemed to signify your acceptance to the updates.

A paper copy of his privacy policy is available offline by writing to The Secretary, Exeter St James Community Trust Ltd, 15 Powderham Crescent, Exeter EX4 6DA.

Policy updated April 2022