



Trowbridge Future  
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## PRIVACY POLICY

Last updated: Sept 2020  
To be reviewed by: Sept 2022

### Who are we?

Trowbridge Future is an independent charity offering support and advice to the local community. We run a series of youth cafes across the communities of Trowbridge in Longfield, Seymour and Studley Green and host two thriving Community Hubs in The Shires Shopping Centre and Seymour Hub, providing advice and support to the residents of Trowbridge.

This privacy policy explains how we use any personal information we collect about you when you use our services.

### What information do we collect about you?

We collect information about you:

- when you register with us,
- every time you sign-in at one of our venues,
- if you apply for jobs or volunteer roles,
- when we undertake surveys
- if you provide us with references or a quote
- if we record information about you that you have told us
- if you donate funds to us
- if you supply us with products or services

### What is our lawful basis for processing your personal data?

In every case on the forms we ask you to complete we ask for your explicit written consent to the processing of your data and state what we will be doing with the data. If you donate to us we will ask your permission to hold your data and advise you what we will do with your data.

### How will we use the information about you?

- Service User forms are used for statistical purposes and the data may be used for statistical evidence of the work of the centre. In such circumstances the data is presented in a fully anonymised form so that the individuals to whom the data refer cannot be identified.
- Visitor registers are used for statistical purposes and the data may be used for statistical evidence of the work of our charity. In such circumstances the data is presented in a fully anonymised form so that the individuals to whom the data refer cannot be identified.
- Job or volunteer role applications will be used for assessment of suitability for roles and for communication on an ongoing basis. Communication will either be job satisfaction surveys or contact regarding the operation of Trowbridge Future. e.g. emails regarding attendance.
- If you work for us we retain details of your address and bank details for pay and benefits.
- Surveys will be specifically used to assess the activity of the charity, to determine future activity and to determine job satisfaction.
- If you donate funds to us we will thank you for the funds and get your explicit written consent to hold your data and send you newsletters and ongoing updates on Trowbridge Future activity.
- If we hold information about you we will enable volunteers and staff to be aware of your circumstances for your personal benefit only.
- If you supply us with products or services, we retain your address and phone number details and details of your bank account if you want to be paid by BACS.

## Sharing of your data

All members of staff, volunteers and trustees are bound by our Confidentiality Policy and have been instructed on the legal requirements regarding Data Protection.

We will not share your data with any third party without your written consent.

Generally, the only reason to share personal information with a third party is for the benefit of the individual guest or member of staff/ volunteer.

There is a legal duty to share some information, as follows:

- Personal information will be divulged if required by a court order
- Evidence of drug trafficking, money laundering, acts of terrorism or treason will be disclosed to the Police
- Information about a child who is at risk of significant harm will be passed to the relevant Children and Families team
- Where there is concern that a service user is at serious risk of harming themselves or other people the appropriate agencies will be informed

## How do we ensure your data is kept secure?

All paper documents containing subjects' data are locked away in the Trowbridge office or at the various premises. Access to the data is covered in our Confidentiality Policy and is only available for authorised members of staff or volunteers.

Electronic data is either held in files saved on One Drive or on computers in the Trowbridge Future office.

All computers are password protected.

We maintain a database of sensitive guest information. This is encrypted, and the security control is regularly monitored to reflect changing security issues.

## How long do we keep your data for?

Paper documents are held for 5 years as a minimum.

Electronic documents are never deleted.

## Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the Contact address at the bottom of this policy.

## We want to make sure that your personal information is accurate and up to date.

You may ask us to correct or remove information you think is inaccurate. Please advise changes in writing to the Contact Address at the bottom of this policy.

## What if you want us to remove the data held about you?


You may ask us remove data held about you. Please make this request in writing to the Contact Address at the bottom of this policy.

## Changes to our privacy policy

We keep our privacy policy under regular review. This privacy policy was last updated on 17<sup>th</sup> September 2020

## Contact address:

Chief Executive, Trowbridge Future, 80 Charles Street, Trowbridge, Wiltshire BA14 8ND.

Name:	Meg Aubrey	Position:	Chief Executive
Signed:		Dated:	September 2020

Author: Meg Aubrey