



## Privacy Notice for Centre Users and Website

### Purpose of this document

Manchester Settlement respects your privacy and is committed to protecting your personal data. In line with our responsibilities under the Data Protection Act 2018 (DPA 2018), this privacy notice 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.

In this privacy notice, references to Manchester Settlement or to 'we' or 'us' are to Manchester Settlement which is a registered charity in England and Wales. Our charity registration number is 228577 and our address is 1328-1330, Ashton Old Rd, Openshaw, Manchester, M11 1JG.

This privacy notice covers how we collect and process your data when you use our centre at 1328-1330, Ashton Old Rd, Openshaw, Manchester, M11 1JG or our website at <https://www.manchestersettlement.org.uk>. The information we will process about you will vary depending on your interaction with us. We also have separate, specific privacy notices for:

- Our nursery, stay and play, holiday club and after school services
- Our young people's supported housing service
- Our employees, volunteers, students and job applicants

### The kind of information we hold about you and why

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). There are "special categories" of more sensitive personal data which require a higher level of protection, such as information about a person's beliefs, ethnic origin, health or sexual orientation.

### Community and family activities

If you attend one of our community or family group or drop-in activities:

- Personal details (such as name, contact details, emergency contact names, DOB, gender)
- Details about your ethnic origin
- Details about your accessibility needs or health conditions if they are relevant to the activity you are doing
- Photos, audio and video recordings, where you have given your consent

We use your personal information to:

- Manage your participation in our service and programmes
- Ensure your health, safety and welfare during the activities
- Monitor the diversity of participation in our service and programmes
- Ensure equality of opportunity or treatment based on your needs
- Satisfy requirements from our funders to show our impact
- Promote our activities through our website or social media

### Food pantry

If you use our food pantry:

- Personal details (such as name, contact details)
- Details about the number and age of any other family members who need support
- Details about your dietary requirements

We use your personal information to:

- Manage your participation in our service
- Be able to provide you with appropriate food packages for your family and their dietary needs

### **Befriending service**

If you use our befriending service:

- Personal details (such as name, contact details)
- Details about your physical and mental health support needs

We use your personal information to:

- Manage your participation in our service
- Connect you to one of our befriending volunteers to support you with your needs
- To tell you about any other activities in the centre that may be of interest to you
- Help us to identify where you can get further support if you need it

### **Our website**

If you sign up to our newsletter, contact us or ask us to keep in touch with you:

- Your name and email address

If you make a donation:

- Your name and email address
- Your payment details

If you sign up to our newsletter or make a donation, we use your personal information to:

- Keep in touch with you about our services and programmes
- To manage your donation

### **How the law allows us to use your personal data**

We use the personal information we hold about you for a number of different purposes, which we list below. We will only use your personal information when the law under data protection allows us to.

Most commonly, we will use your personal information in the following circumstances:

- Where you have given us your consent
- Where we need the data to perform the contract we have entered into with you
- Where we need to comply with a legal obligation
- Where we have decided the processing is necessary for our legitimate interests
- Where we use your photos or video clips for display, impact measurement, publication or social media purposes, we will always ask for your consent first

"Special categories" of particularly sensitive personal information such as information about your health, ethnic origin or cultural or religious beliefs require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:

- Where you have given your explicit consent for a specific purpose such as a case study or quote or to manage your health or welfare during an activity
- For reasons of substantial public interest, where it is necessary for identifying or keeping under review the existence or absence of equality of opportunity or treatment of you with a view to enabling such equality to be promoted or maintained
- For reasons of substantial public interest, where it is necessary for statutory and government purposes
- For reasons of substantial public interest, where it is necessary for the safeguarding of children and individuals at risk

- For reasons of substantial public interest, where it is necessary for preventing or detecting unlawful acts

Because we process certain types of special category personal data, the law says that we must also keep an Appropriate Policy Document that provides more information about this and how we comply with the law.

## **How we get your personal information**

If you use our services, most of the personal information we process is provided directly to us by you when you complete our registration form for our community or family activities or our befriending service or when you register to access our food pantry. In some cases, a health or wellbeing professional may refer you to us for the befriending service.

If you take part in our community activities, we may also ask you to complete an evaluation form or to give us information that we can use for case studies, quotes or good news stories.

If you sign up for a newsletter or make a donation, you will provide this information through our online services.

## **How we store your information and how long we keep it**

Your information is securely stored. We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

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

If you take part in one of our services, we will store your data for 2 years after you have last attended the service. Any information stored on paper documents will be securely shredded.

If you have signed up for our newsletter, your email address and consent will be added to our mailing list controlled and managed through Mailchimp. You may view the Mailchimp privacy policy [here](#).

If you donate to us, your information will be stored in the JustGiving donations platform. You can view the JustGiving privacy notice [here](#).

If you provide us with your contact details through the website, we will keep your details for 2 years after we had active contact with you or when you request that we remove your details from our systems.

## **CCTV**

The Manchester Settlement building is monitored using CCTV. CCTV surveillance is intended for the purposes of:

- Promoting the health and safety of children, staff and visitors
- Protecting the building and resources

Cameras are placed around the building inside and outside, but not in the toilets or changing areas. You can find out more about our use of CCTV and your rights under data protection law in our CCTV Policy.

## **Safeguarding and incident reporting in our centre**

If you attend our centre, we may process your personal data for safeguarding and incident reporting purposes. This includes personal data:

- Details of when an incident, injury or accident happens in our centre
- Details of any discriminatory or aggressive behaviour, crime or hate crime
- Details of any behaviour or evidence of behaviour that puts a child or an adult at risk
- Records of conversations with you where we see it as our duty for the prevention of radicalisation or other aspects of the government's Prevent strategy

We use your personal information to:

- Meet our legal requirements to record and report a injury that takes place in our centre and results in you being taken directly to hospital for treatment to that injury under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- When we judge it is necessary for safeguarding purposes to protect a child or an adult at risk
- To comply with our statutory obligations under the Equality Act 2010
- Where we are under duty to report under the Counter-Terrorism and Security Act 2015
- Depending on the crime, where we are under duty to report under the Prevention of Crime Act 1953 (PCA), Criminal Justice Act 1988 (CJA) and Offensive Weapons Act 2019 (OWA)

We process this data because we have a legal obligation and on the basis of 'substantial public interest' and we do this in order to safeguard children and of individuals at risk, to prevent or detect unlawful acts and to comply with legal or regulatory requirements. Where we are legally obliged to, we will share information with the police or local authority for the prevention and detection of crime or for safeguarding purposes. We may use your details in order to make a referral to a third party support agency to provide you with support but we will only do this with your explicit consent.

### **Who we share your personal information with**

We will share our data with our funders to be able to demonstrate our impact. This is done in a way where the data is anonymised so you cannot be identified. Sometimes we will share your personal good news stories or case studies with our funders or on our website, but we only do this if you have given us your consent.

If you join our befriending service and we decide to refer you to another service who can provide you with support, we will only share your information if you have given us your consent.

We may share your information with the police, the courts and any other government department, such as the Health and Safety Executive (but only if us doing so is lawful).

We may also share your data with providers of goods and services who have contracts with us such as companies that supply technical solutions and business support. All our third-party technology service providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes.

### **Your right to withdraw your consent**

Where we rely on your consent to process your personal information, you can withdraw your consent to our use of your data at any time. You can do this by contacting [admin@manchestersettlement.org.uk](mailto:admin@manchestersettlement.org.uk) or by using the Unsubscribe function in the case of Mailchimp.

### **Changes to this privacy notice**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

## Where to go if you want more information about your rights or to make a complaint

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information. This is known as a Subject Access Request. You can find out more in our Subject Access Request Policy and Procedure
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

For further information about your rights, including the circumstances in which they apply, [see the guidance from the UK Information Commissioner's Office \(ICO\)](#) on individuals' rights under UK GDPR.

You are not required to pay any charge for exercising your rights.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

If you make a request, we have one month to respond to you. We will always seek to comply with your request however we may be required to hold or use your information to comply with legal duties.

If you would like to exercise a right or make a complaint, please contact:

Adrian Ball  
[admin@manchestersettlement.org.uk](mailto:admin@manchestersettlement.org.uk)  
Manchester Settlement  
1328-1330, Ashton Old Rd, Openshaw, Manchester, M11 1JG

You can make a complaint to the ICO at any time about the way we use your information. However, we hope that you would consider raising any issue or complaint you have with us first. We will always do our very best to solve any problems you may have.

To contact the ICO, telephone their helpline on 0303 123 1113 or go to their [website](#).

Other relevant policies:

- Data Protection Policy
- CCTV Policy
- Appropriate Policy Document
- Subject Access Request Policy