



# Privacy Policy Notice

## For: Impact Mentoring Ltd

IMPACT MENTORING LTD (“Impact Mentoring”, “we”, “us”) (registered company number 10552787) are committed to protecting your privacy. At all times we aim to respect any personal information you share with us, or that we receive from others, and keep it safe.

This Privacy Policy Notice (“Notice”) sets out our data processing practices and your rights and options regarding the ways in which your personal information is used and collected.

***This Notice contains important information about your personal rights to privacy. Please read it carefully to understand how we use your personal information.***

***Please note that this notice applies to both our customers, clients and our staff and as such, at times may refer to types of information only relevant to one or other of those groups.***

***The provision of your personal information to us is voluntary. However, without providing us with your personal information, your use of our services or your interaction with us may be impaired. For example, we would not be able to pick up a mentee, or help them with their aims and goals.***



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## 1. We collect personal information about you:

- a. When you give it to us **directly**

For example, personal information that you give us when you communicate with us by email, phone or letter.

- b. When we obtain it **indirectly**

For example, your personal information may be shared with us by third parties including, for example, a school or the council. To the extent we have not done so already, we will notify you when we receive personal information about you from them and tell you how and why we intend to use that personal information.

- c. When it is available **publicly**

Your personal information may be available to us from external publicly available sources. For example, depending on your privacy settings for social media services, we may access information from those accounts or services (for example when you choose to interact with us via Facebook and/or Twitter).

In general, we may combine your personal information from these different sources set out in a, b, c and d above, for the purposes set out in this Notice.

## 2. What personal information do we use?

We may collect, store and otherwise process the following kinds of personal information:

- a. Your name and contact details including postal address, telephone number, email address, emergency contact details and where applicable, social media identity;
- b. Your date of birth and gender;
- c. Your financial information, such as bank details and/or credit/debit card details, where this is done, it is kept in a secure and limited way, or it is held for us by a regulated financial services provider;
- d. Personal descriptions and photographs;
- e. Mentee goals and aims;
- f. Details of your qualifications/experience;
- g. DBS;
- h. Health and safety information

and/or other personal information which we obtain as per paragraph 1.

*Do we process special categories of data?*

The EU General Data Protection Regulation (“GDPR”) recognises certain categories of personal information as sensitive and therefore requiring more protection, for example information about your health, ethnicity and religious beliefs.

In certain situations, Impact Mentoring may collect and/or use these special categories of data (for example, information on mentees' medical conditions relevant to their use of our services or on external expeditions organised by us). We will only process these special categories of data if there is a valid reason for doing so and where the GDPR allows us to do so.

### **3. How and why will we use your personal information?**

Your personal information, however provided to us, will be used for the purposes specified in this Notice. In particular, we may use your personal information:

- a. To register you on Impact Mentoring's systems;
- b. To allow you to make a booking to use our services;
- c. To otherwise provide you with services, products or information you have requested;
- d. To provide further information about our work, services or activities (where necessary, only where you have provided your consent to receive such information);
- e. To assist you with certification schemes, such as Safeguarding and Prevent training;
- f. To answer your questions/requests and communicate with you in general;
- g. To allow you to apply for a job or volunteer role with us;
- h. To manage relationships with our partners and service providers;
- i. To analyse and improve our work, services, activities, products or information, or for our internal records;
- j. To keep our facilities safe and secure;
- k. To run/administer the activities of Impact Mentoring and ensure that content is presented in the most effective manner for you and for your device;
- l. To audit and/or administer our accounts;
- m. To satisfy legal obligations which are binding on us, for example in relation to regulatory, government and/or law enforcement bodies with whom we may work (for example requirements relating safeguarding);
- n. For the prevention of fraud or misuse of services; and/or
- o. For the establishment, defence and/or enforcement of legal claims.
- p. To use your emergency contact details in the advent of an emergency or accident.

#### 4. Lawful bases

The GDPR requires us to rely on one or more lawful bases to use your personal information. We consider the grounds listed below to be relevant:

1. Where you have provided your **consent** for us to use your personal information in a certain way (for example, we may ask for your consent to use your personal information to send you email newsletters, or to collect special categories of your personal information. Special categories of personal information are explained in paragraph 2 above).
2. Where necessary so that we can **comply with a legal obligation** to which we are subject (for example, were we obliged to share your personal information with regulatory bodies which govern our work and services).
3. Where **necessary for the performance of a contract** to which you are a party or to take steps at your request prior to entering a contract (for example, to provide you access to our services in return for your booking fee or subscription).
4. Where it is in your/someone else's **vital interests** (for example, in case of medical emergency suffered by a mentee).
5. Where there is a **legitimate interest** in us doing so.

The GDPR allows us to collect and process your personal information if it is reasonably necessary to achieve our or others' legitimate interests (as long as that processing is fair, balanced and does not unduly impact your rights as an individual).

In broad terms, our "legitimate interests" means the interests of keeping young people safe, as well as running Impact Mentoring as a commercial entity and ensuring the best possible service for our clients.

When we process your personal information to achieve such legitimate interests, we consider and balance any potential impact on you (both positive and negative), and on your rights under data protection laws. We will not use your personal information for activities where our interests are overridden by the impact on you, for example where use would be excessively intrusive (unless, for instance, we are otherwise required or permitted to by law).

#### 5. Communications for marketing/promotional purposes

We may use your contact details to provide you with information about our work, events, services and/or activities which we consider may be of interest to you (for example, about services you previously used, or events involving Impact Mentoring which we believe could be relevant to you).

We will not do so without your prior consent (unless allowed to do so via applicable law).

Where you have provided us with your consent previously but do not wish to be contacted by us about our work, events, services and/or activities in the future, please let us know by emailing [info@impactmentoring.co.uk](mailto:info@impactmentoring.co.uk).

#### 6. Children's personal information

When we process children's personal information, we will not do so without their consent or, where required, the consent of a parent/guardian. We will always have in place appropriate safeguards to ensure that children's personal information is handled with due care and in conjunction with our Safeguarding Children & Vulnerable Groups Policy.

## 7. How long do we keep your personal information?

In general, unless still required in connection with the purpose(s) for which it was collected and/or processed, we remove your personal information from our records 5 years after the date it was collected. However, if before that date (i) your personal information is no longer required in connection with such purpose(s), (ii) we are no longer lawfully entitled to process it or (iii) you validly exercise your right of erasure (please see Section 11 below), we will remove it from our records at the relevant time.

If you request to receive no further contact from us, we may keep some basic information about you on our suppression list in order to comply with your request and avoid sending you unwanted materials in the future.

## 8. Will we share your personal information?

We do not share, sell or rent your personal information to third parties for marketing purposes. However, in general we may disclose your personal information to selected third parties in order to achieve the purposes set out in this Notice. Where information is shared, only the minimum amount of information required for that purpose will be disclosed.

These parties may include (but are not limited to):

- a. Local government agencies;
- b. Healthcare professionals;
- c. Providers of kit and equipment;
- d. Suppliers and sub-contractors for the performance of any contract we enter into with them, for example IT service providers such as website hosts or cloud storage providers;
- e. Professional service providers such as accountants and lawyers;
- f. Regulatory authorities, such as tax authorities;
- g. Our insurers

In particular, we reserve the right to disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal information to the (prospective) seller or buyer of such business or assets;
- If substantially all of our assets are acquired by a third party, personal information held by us may be one of the transferred assets;
- If we are under any legal or regulatory duty to do so; and/or
- To protect the rights, property or safety of Impact Mentoring, their personnel and users.

## 9. Security/storage of and access to your personal information

Impact Mentoring are committed to keeping your personal information safe and secure and we have appropriate and proportionate security policies and organisational and technical measures in place to help protect your information.

Your personal information is only accessible by appropriately trained staff, volunteers and contractors, and stored on secure servers which have features to prevent unauthorised access.

## 10. International Data Transfers

Countries in the European Economic Area (“EEA”) all have the same level of data protection law as under the GDPR and, where practical, we will endeavour to use agencies and/or suppliers that operate within the EEA.

It is possible that personal information we collect from you will be transferred to and stored in a location outside the EEA, most typically, the United States.

Please note that some countries outside of the EEA have a lower standard of protection for personal information, including lower security requirements and fewer rights for individuals. Where your personal information is transferred, stored and/or otherwise processed outside the EEA in a country that does not offer an equivalent standard of protection to the EEA, we will take all reasonable steps necessary to ensure that the recipient implements appropriate safeguards (such as by entering into standard contractual clauses which have been approved by the European Commission) designed to protect your personal information and to ensure that your personal information is treated securely and in accordance with this Notice. If you have any questions about the transfer of your personal information, please contact us using the details below.

Unfortunately, no transmission of your personal information over the internet can be guaranteed to be 100% secure – however, once we have received your personal information, we will use strict procedures and security features to try and prevent unauthorised access.

## 11. Exercising your Rights

Where we rely on your consent to use your personal information, you have the right to withdraw that consent at any time. This includes the right to ask us to stop using your personal information for marketing purposes or to unsubscribe from our email list at any time. You also have the following rights:

- a. **Right of access** – you can write to us to ask for confirmation of what personal information we hold on you and to request a copy of that personal information. Provided we are satisfied that you are entitled to see the personal information requested and we have successfully confirmed your identity, we will provide you with your personal information subject to any exemptions that apply.
- b. **Right of erasure** – at your request we will delete your personal information from our records as far as we are required to do so. In many cases we would propose to suppress further communications with you, rather than delete it.
- c. **Right of rectification** - if you believe our records of your personal information are inaccurate, you have the right to ask for those records to be updated. You can also ask us to check the personal information we hold about you if you are unsure whether it is accurate/up to date.

- d. **Right to restrict processing** – you have the right to ask for processing of your personal information to be restricted if there is disagreement about its accuracy or legitimate usage.
- e. **Right to object** – you have the right to object to processing where we are (i) using your personal information for direct marketing or (ii) using your information for statistical purposes.
- f. **Right to data portability** – to the extent required by the GDPR, where we are processing your personal information (that you have provided to us) either (i) by relying on your consent or (ii) because such processing is necessary for the performance of a contract to which you are party or to take steps at your request prior to entering into a contract, and in either case we are processing using automated means (i.e. with no human involvement), you may ask us to provide the personal information to you – or another service provider – in a machine-readable format.
- g. **Rights related to automated decision-making** – you have the right not to be subject to a decision based solely on automated processing of your personal information which produces legal or similarly significant effects on you, unless such a decision (i) is necessary to enter into/perform a contract between you and us/another organisation; (ii) is authorised by EU or Member State law to which Impact Mentoring is subject (as long as that law offers you sufficient protection); or (iii) is based on your explicit consent.

Please note that some of these rights only apply in limited circumstances. For more information, we suggest that you contact us using the details in paragraph 14 below.

We encourage you to raise any concerns or complaints you have about the way we use your personal information by contacting us using the details provided in paragraph 14 below. You are further entitled to make a complaint to the Information Commissioner's Office – [www.ico.org.uk](http://www.ico.org.uk). For further information on how to exercise its right, please contact us using the details below.

## 12. Changes to this Notice

We may update this Notice from time to time. We will notify you of significant changes by contacting you directly where reasonably possible for us to do so and by placing an update notice on our website. This Notice was last updated on 14<sup>th</sup> May 2018.

## 13. Links and third parties

We rarely link our website or emails directly to other sites. This Notice does not cover external websites and we are not responsible for the privacy practices or content of those sites. We encourage you to read the privacy policies of any external websites you visit via links on our website.



#### **14. How to contact us**

Please let us know if you have any questions or concerns about this Notice or about the way in which Impact Mentoring process your personal information by contacting us at the channels below. Please ask for/mark messages for the attention of the Data Protection Officer.

Email: [info@impactmentoring.co.uk](mailto:info@impactmentoring.co.uk)

Post: Cambridge House, Waterloo Street, Bristol, BS2 0PH