

YMCA Fairthorne Group Customer Privacy Notice

Who we are

YMCA Fairthorne Group (YMCAFG) gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection regulation and law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

YMCAFG registered office is at Bugle House, 53 Bugle Street, Southampton SO14 2LF. We are a company registered in England and Wales (company number 4336719), a registered charity (no.1090981) and registered with the Fundraising Regulator (ID: 053731). We are registered on the Information Commissioner's Office Register of Data Controllers under registration number Z6974063, and act as the data controller. Our designated Data Protection Officer for the organisation is the Director of Strategic Planning who can be contacted at the address above.

The information that we collect

YMCA FG processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and will only process your information as specified in this notice.

The personal data that we collect may vary depending on the type of service we deliver or which you may have enquired about, for you, your family or group. It may include:

- Your name, date of birth and National Insurance number
- Your child's name & date of birth
- Home address, business address or previous addresses
- Personal and/or business email
- Information about your activities on our website and social media, and about the device you use to access these, for instance your IP address and geographical location
- Special category data (e.g. health and medical information)
- Notes and observations about children and young people's learning, development and support
- Accidents, incidents and safeguarding records
- Payment data
- Information regarding your contacts with us and records of our services and locations you currently use or have used in the past
- Marketing information such as the emails sent to you, whether you have opened them and clicked on any links.
- Gender and ethnicity for monitoring purposes
- Information to allow us to make decisions on support for housing, including income source, support network and housing and health history.
- Demographic data such as education, career and interests

- Fundraising activity and income, eg where you have left us a legacy, any information regarding next of kin with which you may have provided us.

We collect information in the following ways:

- Telephone – enquiries and booking of certain services
- Online forms
- Paper registration or booking forms
- Website orders
- CVs
- From third parties where they are supporting a service you are using with your permission e.g. social services, local authorities.

Storage of your information

Your data is stored securely within the European Economic Area and accessed via suitably robust and secure methods.

How we use your personal data (our legal basis for processing)

YMCAFG takes your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you can withdraw consent at any time.

When we process your personal data, it will be for at least one of the following purposes or reasons:

- To deliver a contract or to take steps to deliver a contract e.g. to provide a quote.
- To protect the vital interests of a data subject e.g. providing medical information in an emergency.
- For compliance with a legal obligation e.g. informing OFSTED of an incident
- For the purposes of legitimate interest e.g. for marketing of services that we think will be of interest to you. You have the right to remove this consent at any time by following the instructions included in the marketing email or by contacting us on feedback@ymca-fg.org.

Your rights

Under new data protection legislation, as a consumer you have the following rights:

1. **To be informed** - about the collection and use of your personal data at the time we collect the data, the recipients to whom the personal data has/will be disclosed, why we process your data, how long we store it for, who has access to it and who we share it with.
2. **To have access** to any personal information that YMCAFG processes about you and confirmation that your data is being processed so you can verify the lawfulness of the processing.

3. **To rectification** - we will update inaccurate information that you tell us about either verbally or in writing.
4. **To erasure** - of your personal data in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.
5. **To restrict processing** – of your personal data. We may retain the data in accordance with data protection laws, but not use it.
6. **To data portability** – allowing you to obtain and reuse your personal data for your own purposes across different services.
7. **To object** – to processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority, direct marketing and processing for purposes of scientific/historical research and statistics.
8. **Not to be subject to automated decision-making profiling** – where automated decisions are made without any human involvement.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure. To withdraw your consent, please contact us via your normal communication channels with the relevant department or via the Contact Us section of our website.

Sharing and disclosing your personal information

We do not share or disclosure any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. YMCAFG uses a number of organisations to provide business functions and services. All processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures. Contact us if you require further information.

Safeguarding measures

YMCAFG takes your privacy seriously and we take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place.

Consequences of not providing your data

You are not obligated to provide your personal information to YMCAFG, however, as this information is required for us to provide you with our services and legitimate interests, we may not be able to offer some or all of our products or services without it.

How long we keep your data

YMCAFG only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. Retention periods differ depending on the type of service.

Special categories data (if applicable)

Owing to the services that we offer, YMCAFG sometimes need to request sensitive personal information from you to ensure the safe care of our customers. Where we collect sensitive personal data, we will only request the information required for the specified purpose and always ask for your explicit consent. You can modify or remove consent at any time, which we will act on immediately, unless there is a legitimate interest or legal reason for not doing so.

Lodging a complaint

YMCAFG only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws.

If you are unsatisfied with how we have handled your information or you wish to make a complaint, you have the right to lodge a complaint in the first instance with YMCAFG:

YMCA Fairthorne Group
Director of Strategic Planning
Bugle House
53 Bugle Street
Southampton
SO14 2LF
feedback@ymca-fg.org
02382 140640

If you feel we have not responded fairly to your complaint, you have the right to complain to the Information Commissioners Office (ICO) via <https://ico.org.uk/concerns/>.