

## **Privacy Notice**

### **Introduction**

Flourish takes your privacy extremely seriously and wants you to feel confident that your personal information is being dealt with appropriately; this includes the ways we collect handle and maintain our data records.

The purpose of this policy is to lay out how our values translate into how we handle personal data and to demonstrate how our information handling adheres to legislative and statutory requirements.

This policy outlines:

- The scope and application of this policy
- What information we collect
- How we use and store personal data
- Information about your rights
- Cookies policy

Please read this policy carefully and contact the charity if you have any questions or concerns.

### **Who we are?**

This policy applies to Flourish NI of City East Business Centre, 68-72 Newtownards Road, Belfast BT4 1GW who is the data controller with regards to personal data you have disclosed to us.

### **What information do we collect?**

We collect data from you when you interact with Flourish website or social media, face to face, by post, over the phone or by SMS. Some of this information is personal data which can be used to identify you. Personal data includes your name, address, date of birth, telephone number, email address and sometimes bank details if you are making a donation or purchasing through our business enterprise Sewn.

We will only collect data which is relevant to the purpose for which you have given it.

Examples of when we collect information are when you do things such as:

- sign up for our newsletter
- completion of a contact form through the website
- request information regarding volunteering opportunities
- request information about the charity
- request training
- fundraise for the charity
- donate to the charity
- purchase goods sold through the charity website or our business enterprise website.

We collect personal data to ensure you [as donors, purchasers, and interested parties] received up to date information you have requested from us.

We may also use your personal data to keep you informed about our work based on what you have indicated you would like us to receive, for example, our newsletter or volunteering opportunities.

If you have donated to us or purchased from us, we use your information to process and donations and payments you have made and where applicable any associated Gift Aid .

### **How do we use personal information?**

We may contact you via post, email, telephone or SMS text. However, we will only contact you through the communication channel you have told us you wish to receive our communication, and where we have received your consent to do so.

What legal basis do we have for processing your personal data?

When we contact you directly about Flourish, including fundraising campaigns, correspondence such as newsletters or volunteering opportunities, this is a type of direct marketing. We contact you about these things when you have given us your consent to do so.

We will capture your consent for direct marketing purposes at the data collection point. You do not have to provide consent, that is your choice. If you do consent, we will also try to capture your preferences for how you would like to be contacted, by email or by post. Should you wish you can specify a time limit for your consent to be

valid., after which time we will not be able to contact you unless you provide further consent.

As a default position we will consider consent to remain valid if you are a regular donor or receiving regular updates and have not objected to doing so.

You can give or withdraw consent to direct marketing, or change your contact preferences at any time by emailing [info@flourishni.org](mailto:info@flourishni.org), phoning us on 02890 098828 [Monday- Friday] or in writing to us at: City East Business Centre, 68-72 Newtownards Road, Belfast BT4 1GW.

We may process information relating to transactions, including purchases of goods and services, that you enter into with us and/or through our website ("transaction data"). The transaction data may be processed for the purpose of supplying the purchased goods and services and keeping proper records of those transactions. The legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract and our legitimate interests, namely delivery of our goods to you.

### **How do we store and when do we share personal data?**

Flourish is committed to ensuring that there are appropriate technical controls in place to protect your personal details, for example, our online forms are encrypted to prevent other people from accessing them.

We regularly review who has access to information that we hold to ensure it is only accessed by trained staff.

Your data will not be processed outside of Flourish and will not be disclosed to any parties outside of Flourish, except for trusted parties and affiliates with whom we work. For example, processing donations or purchases, sending newsletters and our bank and HMRC in relation to Gift Aid.

We only enter into relationships with third parties who have appropriate data protection policies and procedures in place. All data held by third parties is deleted when it is no longer needed. We will always clearly indicate when your personal information will be shared with a third party.

### **Third parties we use are:**

Mailchimp for our newsletter

Stripe for processing donations

Wix for processing payments for purchase of goods/ refunding goods

We regularly review the information that we hold, and remove data that is no longer required.

As part of our responsibilities to ensure that data we hold is accurate and up to date, you can contact us to update any information we hold about you by emailing [info@flourishni.org](mailto:info@flourishni.org), phoning us on 02890 098828, or writing to us at City East Business Centre, 68-72 Newtownards Road, Belfast BT4 1GW.

We will not disclose your data to any other third parties unless we have your explicit consent to do so. At no time will your data be passed to a third party for marketing purposes.

### **How long do we keep your personal data for?**

Your personal data will be held on our database during any period of active relationship. We will not keep your data for any longer than is necessary. Once it is no longer required we will take all reasonable steps to destroy it or erase it from our systems.

### **Your rights in relation to personal data**

In relation to Flourish processing your personal data you have the following rights, which can be exercised at any time.

- To withdraw your consent for us to process your data
- A right to request a copy of the data we hold about you
- A right to restrict or object to your data being processed
- A right to data we hold on you being corrected or erased
- A right at any time, if you have any concerns which have not been rectified by Flourish to contact the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk)

How to contact us? Contact us by email: [info@flourishni.org](mailto:info@flourishni.org) or by post to City East Business Centre, 68-72 Newtownards Road, Belfast BT4 1GW

If you have concerns which have not been rectified by Flourish please contact the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk)

### **Use of cookies and other technologies**

Any information that we collect through cookies is completely anonymous and not personally identifiable. Our systems will not store your name, address, telephone number or email address unless volunteered by us to you. This shall be treated as proprietary and confidential; we do not sell or share your details with any third parties. Additionally none of the cookies we use gather any information that can be used to advertise services or products to you from our or any other website.

### **How we use cookies**

#### **Website statistics**

We use google analytics, a third party service which creates its own set of cookies for the purpose of compiling a number of statistical reports. The information gathered is anonymous and is used to assess a wide variety of website activities including how our site is navigated and what pages are most popular.

#### **Our offices**

We use google maps on our contact page to provide detailed information on how best to get to our offices.

#### **Social Media**

We may use a number of social media plug-ins such as Facebook's like box and twitter follow button. We use these services for the convenience of our visitors to access up to date information. You should refer to each organisations own privacy policy for further information.