

Privacy Notice

Introduction

Off The Record Twickenham is committed to protecting your personal data and will only use it in line with the purposes for which it has been provided, your expectations for its use, and data protection laws.

The personal data we collect and why

- Your name and contact details so we can send you our e-newsletters, which provide further information about our work, services and activities
- Information to help us process donations and re-claim Gift Aid if you have authorised us to do so (this will include your name and address)
- Information to fulfil sales made online (e.g. for tickets to our fund-raising events)
- To meet our obligations when we have entered into a contract with you to supply us with goods or services (this information may include your bank account details)

Website cookies

- We use Google Analytics cookies to give us general information about how our website is working
- We never use cookies to access your phone or computer or to find out personal information about you
- You can block cookies in your browser settings
- For more information see: www.aboutcookies.org.

Our legal basis for handling your personal data

- We rely on your consent to contact you with information about our work. You may withdraw your consent at any time by simply clicking the 'unsubscribe' link provided in all e-news communications you receive
- We like to stay in touch with our supporters and we do so in our legitimate interests based on your expressed interests and involvement with us in the past
- Where we have entered into a contract with you, we process your personal data on the lawful basis of contract
- We process personal data on the basis of compliance with our statutory and legal obligations which includes but is not limited to reporting on financial and health and safety matters

Sharing your data

- We will never sell or swap your personal details with anybody else
- We use the Mailchimp platform to send you our e-newsletter and enable you to manage your subscription. You can read their Privacy Policy [here](#)
- We use the Paypal platform to process donations. You can read their Privacy Notice [here](#)
- We will only ever transfer personal data to government and statutory bodies to meet our legal obligations, i.e. HMRC and the Health and Safety Executive

Keeping your data safe

Our Charity is committed to the principles of Privacy by Design and Default as recommended under the General Data Protection Regulations. This means that in all our data processing, consideration is given to the safest method of processing the data before we begin. Every reasonable precaution is taken to keep your personal data secure. We are fully compliant with NHS Digital information governance protocols, under which we are assessed annually. You can view our Data Protection Policy [here](#).

Your rights with respect to your data

- You can ask to see, amend, or correct the personal information we hold about you
- You can ask that we delete or stop processing your personal data
- You can ask us to transfer your information to another person

Requests can be made by telephone, by post, or by email to info@otrtwickenham.com or by unsubscribing from our e-news communications as relevant.

We will retain your information in line with our legal and statutory obligations. Personal data based on your consent is kept for as long as we have your agreement. Data processed in line with our legitimate interests will be kept for as long as needed to ensure that legitimate interest is met. Data processed for fulfilment of a contract is processed for the duration of the contract and to meet any reporting or audit requirements thereafter.

Data Protection Controller

The Manager is responsible for ensuring that data processing is carried out in accordance with the current legislation. Off The Record Twickenham is registered with the Charity Commission (No: 1152097), Companies House (No: 08466382), and with the Information Commissioner (Certificate No: ZA505665)

Need to know more?

If you are unhappy or unsure about any of the information in this document do talk to us. You can also get in touch with the Information Commissioner's Office, where we are registered.

Off The Record Twickenham
2 Church Street
TWICKENHAM
TW1 3NJ
Tel: 020 8744 1644
Email: info@otrtwickenham.com

Information Commissioner's Office
Wycliffe House
Water Lane
WILMSLOW SK9 5AF
Tel: 0303 123 1113

Changes to this notice

We will keep this notice under regular review and post any changes on our website, or by notification to you by email, so that you are aware of how we use your data at all times.