



## Privacy Notice

### General Data Protection Regulation (GDPR) 2018

Inside Out takes your privacy very seriously and is committed to protecting the personal information that we collect and process about you.

This privacy notice explains how we collect, use and store the personal information you provide us and covers the following:

1. Who we are
2. What personal information we collect
3. How we collect personal information
4. How we use personal information
5. Who we share personal information with
6. How we keep personal information safe
7. How long we store personal information
8. Whether personal information has to be provided, and why
9. Reasons we can collect and use personal information
10. Rights of our clients, our supporters, our team
11. How to complain
12. Changes to this privacy notice

#### Terms used in this document

We use the below terms:

- 'Client' is a child using Inside Out services
- 'Client Organisation' is the entity that has booked Inside Out services
- 'Supporter' is an individual who has expressed interest in Inside Out
- 'Team' is an individual who works for Inside Out either paid or voluntary

#### 1. Who we are

Inside Out is an educational charity designed to improve the wellbeing of young children.

We are registered as a charity in England, under the name Inside Out for Children (registered number 1160856).

Inside Out collects, uses and is responsible for certain personal information about you. When we do so, we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom). We are responsible as 'controller' of that personal information in some cases, and 'processor' in some others for the purposes of those laws.

## 2. What personal information we collect

Personal information is information that can be used to identify you. We collect the following personal information:

- Personal information regarding the client from the client organisation. This may include: name, age, date of birth, gender, height, weight, entitlement to free school meals, progress level in schools and wellbeing information.
- Personal information from the client. This may include: name, and answers to a fun, simple wellbeing questionnaire.
- Client Organisation staff contact information. This may include: name, email address, postal address, school and mobile telephone numbers.
- Client medical information from a client's parent or carer. This may include any medical conditions, medication, recent illnesses, injury, allergy that may affect the client's ability to participate in Inside Out activities at Checkendon Equestrian Centre.
- Supporter contact information. This may include: name, email address, postal address, mobile telephone number, Gift Aid Declarations.
- Team contact information. This may include: name, age, date of birth, gender, email address, postal address, mobile telephone number, DBS certificates, and bank details (for setting up payment).
- Digital images and videos of clients and client organisations staff and team taken by a designated Inside Out team member using a password-protected device.

*NB: The above is not an exhaustive list; there may be other data that we collect on exceptional bases. However, we **always** ensure that individual data is treated respectfully according to the principles laid out in this document.*

## 3. How we collect personal information

We obtain personal information from you when you enquire about our activities, book our services, make a donation, ask a question about our services, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, email us, visit our website, sign up for our newsletter, submit a survey, or get in touch through the post, or in person.

We process personal information for clients under the age of 18 and always require consent from an adult acting in a parental or carer role.

## 4. How we use personal information

We use a client's personal and medical information to:

- Provide the services client organisations have requested
- Ensure the client receives the safest and most impactful experience whilst at an Inside Out 'Magical Day Out' at Checkendon Equestrian Centre

- Give appropriate support to the client on a 'Magical Day Out'
- Derive pseudonymised Impact Measurement data analysis used in reports sent to client organisations
- Improve the Inside Out programme

We use client organisation's staff contact information to:

- Provide the services, products or information they request
- Improve the effectiveness of our work by communicating information about our programme
- Fulfil our child protection and safeguarding responsibilities by communicating promptly and directly with relevant adults

We use client organisation staff survey responses to:

- Continually assess our provision
- Update our Impact Measurement

We use supporter contact information to:

- Process donations, including Gift Aid claims
- Send newsletters to those that have signed up for a newsletter
- Contact them about our work and how they can support Inside Out

We use team contact information to:

- Administer the working or volunteering arrangement
- Undertake safeguarding activities including DBS checks

We use digital images and video of clients and client organisation's staff for:

- the purpose of fundraising, publicity, promotion and Impact Measurement

## **5. Who we share personal information with**

The personal information we collect will mainly be used by our staff at Inside Out in order to carry out our work.

The organisations we currently use for storing and assimilating data are:

- Microsoft Office
- SurveyMonkey (for client organisation Surveys)
- MailChimp (for email newsletters)
- DBS Disclosures (for team DBS checks)

We will never sell or share personal information with organisations for their marketing activities.

Inside Out may however share personal information with external organisations which work with us to deliver our services, but processing of this information is always carried out under our instruction. We make sure they have appropriate controls in place to secure your information.

Inside Out will share its Impact Measurement (which includes client and client organisational staff images and pseudonymised quotes and data analysis) with other client organisations and funders in order to secure funding and continue our provision. It may also be available to our supporters via our website.

Inside Out provides references for former staff to employers.

We will share personal information with law enforcement or other authorities if required by applicable law.

## **6. How we keep personal information safe**

We take looking after your personal information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line.

We limit access to personal information to those who have a genuine business need to know it. Those processing information will do so only in an authorised manner and are subject to a duty of confidentiality.

Unfortunately the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

Our website [www.theinsideout.org.uk](http://www.theinsideout.org.uk) contain links to other websites. This privacy notice does not cover the information practices of those websites.

## **7. How long we store personal information**

- We will hold client organisation's staff data for as long as is reasonable in order to carry out the business of Inside Out, unless otherwise requested by a client organisation's staff.
- We will hold client data for as long as required to enable us to operate our services, but will not keep this information for any longer than necessary. When we no longer need to retain the information, we will ensure it is securely disposed of, at the appropriate time, with the exception of digital images and video which we may continue to use as detailed above, or Impact Measurement data, which we need in order to determine and improve the effectiveness of our provision.
- We will hold supporter data for as long as is reasonable in order to carry out the business of Inside Out, unless otherwise requested by a supporter.
- We will hold team data for as long as is reasonable in order to carry out the business of Inside Out, unless otherwise requested by the team.

## **8. Whether personal information has to be provided, and if so why**

All personal data provided to Inside Out is done so on an entirely voluntary basis. We may request certain information in order to optimally perform the functions of the organisation, but it is never mandatory and never a pre-condition of our services.

## **9. Reasons we can collect and use personal information**

We rely on 'Consent' as the Lawful Basis (GDPR Article 6) on which we process personal data.

We also process 'Special Category Data' (GDPR Article 9) as follows:

- Health of our clients

The Special Category processing is carried out in the course of our legitimate activities with appropriate safeguards by Inside Out.

This personal information is only disclosed with the consent of the client's parent or carer and for us to keep our clients safe. Our purposes could not reasonably be achieved without it.

## **10. Rights of our clients, our client organisations, our supporters, our team**

Under the [General Data Protection Regulation](#), our clients (through their parents/carers), client organisations, supporters and team have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use personal information
- access to their personal information
- object to the processing of personal information
- withdraw consent given to use personal information
- require us to correct any mistakes in personal information which we hold
- require the erasure of personal information concerning in certain situations
- receive their personal information which has been provided to us, in a structured, commonly used and machine-readable format and have the right to transmit such data to a third party in certain situations
- restrict our processing of their personal information in certain circumstances
- claim compensation for damages caused by our breach of any data protection laws

If you would like to exercise any of those rights at any time, please contact us by emailing: [info@theinsideout.org.uk](mailto:info@theinsideout.org.uk)

Please let us have / know:

- enough information to identify you
- proof of your identity and address (a copy of your driving license or passport and a recent utility or credit card bill), and
- the information to which your request relates

If you would like to unsubscribe from any newsletter, you can also click on the 'unsubscribe' button at the bottom of the newsletter.

## **11. How to complain**

We hope we can resolve any query or concern you raise about our use of information.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner's Office which may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

## **12. Changes to this privacy notice**

This privacy notice was published May 2018.

We may change this privacy notice from time to time. You should check this privacy notice occasionally to ensure you are aware of the most recent version.