



## External Supporters Privacy Policy

Reviewed: November 2023

Next Review date: November 2025

Approved by CEO & Board Trustees

The Matthew Project (“TMP”) is committed to protecting the privacy of external supporters; being transparent, accountable, and respectful of their personal information.

### Policy Scope

The External Supporters Privacy Policy (the “Policy”) will inform supporters, visitors to our online communications, volunteers, job applicants (and prospective job applicants), and those who donate to TMP how we use, share, and look after their personal data.

### Personal Information we collect

When an individual donates, registers online, volunteers, takes part in an event, contacts us, or interacts with us in any other way, TMP may ask for personal information about them, such as their name, address, telephone number, and/or email address.

We will clearly ask for their consent for us to keep their personal information.

In addition, we will also keep details of TMP activities and events they have attended.

Details of any financial payment or donation they have made will be kept securely as part of our financial procedures.

### How we use Personal Information

TMP will use their information only with their consent and only for the purposes it was collected for, such as:

- Processing a donation that they have made.
- Sending information about our work and how they can continue to support us.
- Sending communications to which they have subscribed.
- Responding to correspondence they have sent us.
- Making them aware of events that they can support.
- Maintaining databases of supporters and volunteers.
- Helping us monitor their ongoing consent for information.

We will only contact external supporters through approved TMP communications, and we aim to respond to any query from them within seven working days.

## **Opt-in and Removing Consent**

TMP will ask external supporters to “opt-in” for communications. This enables them to choose how we communicate with them. External supporters should contact us and let us know how they would like to receive communications from us.

External supporters have the right to let us know at any time if they want to change how they hear from us or advise us if they no longer wish to receive any further communications from us. They can do this by calling our office on 01603 626123 or emailing [publicity@matthewproject.org](mailto:publicity@matthewproject.org)

We will confirm to them when we have removed their information via the method of communication they used to request it.

## **Images**

Anyone who engages with our services, events and activities may have images taken of them whilst participating. When we take images, we will always advise them of this and give them an opportunity to opt out. We may use these photos in our marketing material.

We will only publish these photos with their consent. If they do not wish their photo to be used, they should contact us. We will only publish photos of children and young people with parental consent.

## **Disclosure of Personal Information**

We will keep personal information confidential and will not disclose it to any third party without the external supporter’s consent, unless we are obliged to do so by law, or it is necessary to process information on their behalf, e.g., providing details to process online donations.

## **Security**

The personal data of external supporters collected by TMP will be held securely either electronically or on paper.

TMP uses reasonable measures to safeguard any personally identifiable information. We have put in place appropriate security measures to prevent the personal data from being accidentally lost, used, accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to the personal data to only those staff who have a legitimate business need to have access to that data.

Due to the nature of servers and cloud-based storage all over the world, this may mean that, during the processing of data, it leaves the European Economic Area (EEA). Although they may not be subject to the same data protection laws as in the UK, we will take steps to ensure they provide an adequate level of protection in accordance with UK data protection law. By submitting personal information, external supporters are agreeing to this potential transfer, storing, or processing at a location outside the EEA.

## **Data Retention**

We will hold data no longer than is necessary and in accordance with the law. At regular intervals, we will:

- Review the length of time we keep personal data for.
- Consider the purpose or purposes for which we hold personal data for in deciding whether (and for how long) to retain it.
- Securely delete information that is no longer needed for that purpose or those purposes.
- Update, archive or securely delete information if it goes out of date.

## **Cookies**

TMP website uses cookies (small text files) to monitor browsing preferences to make a user's experience more efficient and to provide us with the basic visitor statistics for analysis. This will not contain any personally identifiable information.

We use Google Analytics cookies to collect anonymous traffic data, such as page visit information, where the visitors to the site have come from, and the browser and operating systems used. This information is stored by Google and subject to their privacy policy.

The site also makes use of session cookies. These cookies are necessary for site functionality and contain no personally identifiable information. They are deleted when the browser is closed.

For more information about cookies, including how to block or delete them, visit [AboutCookies.org](https://www.aboutcookies.org).

## **Third Party Websites**

TMP website may include links to other external websites, e.g., our Facebook and X (formerly Twitter) pages. These links are provided for convenience to provide further information.

For third party sites, external supporters should make sure they read their privacy policies as our Policy does not cover them.

## **Right of Access - Review and Correction**

It is important to us that the personal data we hold about external supporters is accurate and current. We will take all reasonable measures to ensure this but if there are any discrepancies in the details we hold, they should let us know and we will correct it.

External supporters have the right to ask for a copy of the information we hold about them.

If they want to access their information, they should send a description of the information they want to see and proof of their identity, by post, to The Matthew Project, 70-80 Oak Street, Norwich NR3 3AQ or email [dataprotection@matthewproject.org](mailto:dataprotection@matthewproject.org). We will respond within one month.