

## Awards Privacy Policy

Agency For Good is committed to protecting any personal information you provide to us. Any personal information you provide to us will be processed in the ways described in this privacy policy. This policy explains how we collect information, what we do with it and what rights you have over it.

Our contacts are extremely important to us. Agency For Good needs to collect information about individuals in order to do our work. Without it, we couldn't support the charities we care about. It is important that we can communicate with you effectively and efficiently. We would like to keep you up to date about our work, pro-actively approach organisations that might want to apply to us and on occasion, approach supporters for further help.

We would also like to assure you that Agency For Good is committed to the privacy and security of your personal information. Agency For Good will remain the data controller for the information held and will be responsible for processing and using personal information in accordance with GDPR. Personal data can be held on computer or in a manual file, and includes email, minutes of meetings, and photographs.

### How we collect information about you

When you interact with us directly: This could be if you ask us questions about the award or apply for the award or otherwise provide us with your personal information. This includes when you phone us, email us or get in touch through the post, or in person.

When you interact with us through partners or suppliers working on our behalf: This could be if you access a service delivered through a trusted organisation working on our behalf and always under our instruction.

In all cases we anticipate collecting limited personal information, usually of representatives of charities and organisations working with us, in order to maintain accurate records of our work, process applications effectively and assess the long term impact of our award. We will also retain the contact details of applicants who we have not awarded, so that we can contact them and re-consider them in the future. The collection of data will be held primarily on email and on password protected laptops by the directors of Agency For Good only.

Agency For Good is a 'controller' for the purposes of the EU General Data Protection Regulations 2016/679. As a controller we are responsible for, and control the processing of your personal information. We will not share your personal information with any third parties unless we have your express permission to do so. However, Agency For Good may disclose personal information if required to do so by law or if it believes in good faith that such action is required by law.

Agency For Good will ensure everyone processing information on behalf of Agency For Good is aware of good data protection practice and we will regularly assess and evaluate our methods and performance in relation to handling personal information.

If you require further information about our privacy practices, please contact our Data Protection Officer by emailing to [info@agencyforgood.co.uk](mailto:info@agencyforgood.co.uk) with the subject line Data Protection.

#### Type of Information Processed

- Your name;
- Your contact details (including postal address, telephone number, e-mail address and/or social media identity);
- Your application for the award in its entirety including any supporting documents (financial, photographic or client/user testimonials.)

Certain types of personal information are in a special category under data protection laws, as they are considered to be more sensitive. Examples of this type of sensitive data would be information about health, race, religious beliefs, political views, trade union membership, sex life or sexuality or genetic/biometric information. We only collect this type of information about our supporters to the extent that there is a clear reason for us to do so – for example, if it is relevant to their award application and have volunteered the information.

Wherever it is practical for us to do so, we will make it clear why we are collecting this type of information and what it will be used for.

#### How your information is used

By ticking the data protection box on our application forms, you consent to Agency For Good storing personal information about you and your organisation and contacting you in order to complete our service (such as process an application, answer queries and promote our service.) We will store information in order to:

- to provide you with the services, products or information you asked for;
- to keep a record of your relationship with us;
- to respond to or fulfil any requests, complaints or queries you make to us;
- to understand how we can improve our services, products or information by conducting analysis and market research;
- to manage our events;

- to send you correspondence and communicate with you;
- to process applications for awards and for administration of our role in the projects we award;
- to display content to you in a way appropriate to the device you are using (for example if you are viewing content on a mobile device or a computer);
- to generate reports on our work, services and events;
- to conduct training and quality control;
- to audit and administer our accounts;
- to meet our legal obligations, for instance to perform contracts between you and us, or our obligations to regulators, government and/or law enforcement bodies;

We may occasionally send you information about news and events we feel may be of interest to you. This will only come from us, never third parties. You can ask to receive information from us at the point you provide information to us and you can also tell us later if you do not wish to hear further from us using [info@agencyforgood.co.uk](mailto:info@agencyforgood.co.uk)

This site contains links to other sites. Agency For Good is not responsible for the privacy policies or the content of such sites.

How long we keep your information for

We will only keep your information for as long as is reasonable and necessary for the relevant activity, which may be to fulfil our statutory obligations. Application forms and supporting documents will be kept for 10 years in electronic format only. Emails are reviewed and deleted if appropriate on an ongoing basis.

How we keep your information safe

Agency For Good places great importance on the security of your information. We have physical, technical and organisational security measures in place to attempt to protect against the improper access, loss, misuse and alteration of personal data under our control. The following measures will be taken:

- All applications are emailed to a secure email address which only staff members can access.

- Any physical copies of applications made will be kept in a locked safe (securely stored), or be in the possession of a staff member (being securely processed) and immediately shredded after use (securely destroyed.)
- No visible, unattended data - All staff must adopt a clear desk policy, so all data must be handled in a timely and secure fashion and any no time left unattended particularly outside working hours.
- Electronic copies of documents – These should at no time be left open or unattended on a computer monitor and screens should be locked if left unattended.

If you have given us the relevant permission to do so, we may send communications to you via email. Email is not a fully secure means of communications and whilst we do our utmost to keep our systems and communications protected we cannot guarantee this. If you prefer not to receive emails from us you are under no obligation to do so.

Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that advertisers or Web sites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites or advertisers.

Dated: August 2022

Next Review Date: August 2023

#### Legal basis for using your information

According to data protection laws each use we make of personal information must have a “legal basis”. The relevant legal bases are set out in the General Data Protection Regulation (EU Regulation 2016/679) and in current UK data protection legislation. For the data processing activities described in this policy we rely on the following basis:

**Consent** - Consent is given where we ask you for permission to use your information in a specific way, and you agree to this. Where we use your information for a purpose based on consent, you have the right to withdraw consent for this purpose at any time.

**Legal obligation** - We have a basis to use your personal information where we need to do so to comply with one of our legal or regulatory obligations, or to use information we collect about you for due diligence or ethical screening purposes.

**Performance of a contract / take steps at your request to prepare for entry into a contract**

We have a basis to use your personal information where we are entering into a contract with you or performing our obligations under that contract. Examples of this would be if you are buying something from us, or applying to work/volunteer with us, or providing a service to us.

Vital interests - We have a basis to use your personal information where it is necessary for us to protect life or health. For instance if there were to be an emergency impacting individuals at one of our events, or a safeguarding issue which required us to contact people unexpectedly or share their information with emergency services.

Legitimate interests - We have a basis to use your personal information if it is reasonably necessary for us (or others) to do so and in our/their "legitimate interests" (provided that what the information is used for is fair and does not unduly impact your rights). Agency For Good considers our legitimate interests to include all of the day-to-day activities carried out with personal information for the purposes of the running of our organisation.

We only rely on legitimate interests where we consider that any potential impact on you (positive and negative), how intrusive it is from a privacy perspective and your rights under data protection laws do not override our (or others') interests in us using your information in this way.

## Your Rights

You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting [info@agencyforgood.co.uk](mailto:info@agencyforgood.co.uk).

**Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access in writing, and provide us with evidence of your identity.

**Right to object:** You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.

**Consent:** If you have given us your consent to use personal information (for example, on our application forms), you can withdraw your consent at any time.

**Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.

**Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

**Portability:** You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.

**Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.