



Privacy Policy

SHINE@Nechells POD is registered as a charity under charity number 1162038. (SHINE@Nechells POD or NechellsPOD).

Protecting the privacy and personal data of our visitors is very important to us. This information explains what data we collect and how it is used.

Personal Information we collect

When you contact us, we may ask for or retain personal information you volunteer to us in order support you with your enquiries or provide you with a service. This information may include (but may not be limited to):

- Your name
- Postal address
- Contact details such as email address and telephone number

This information may be collated via

- E-mail
- Telephone or face to face enquiries
- Service registration
- Social media

We will only use and store personal information for as long as it is required for the purposes it was collected for. Retention periods vary depending on the purpose of the information collected. A copy of our Data Retention Policy is available on request.

We process your data only for specific and limited purposes. We only ask for data that is adequate, relevant and not excessive for those purposes.

We will use your data to:

- Send you any information you may have requested
- Contact you in response to enquiries you have made
- To provide services or information that you have requested
- To capture events or celebrations (such as quotes or photographs)
- Marketing our services through marketing materials (such as flyers, newsletters, posters)

- Enable us to understand more about how the website or social media pages are used and, in turn, to make sure it reflects your needs (this data is anonymised for our use)

Website and Social Media Use

We do not collect personal data about you when you browse our website or social media pages. **Please note** that we may have access to any personal or sensitive information you may have on your social media profile unless your privacy settings are restricted.

We may from time to time collect statistical and performance data about how the website is used and geolocation data about your geographic location. This data does not contain any identifiable information about people. We use this data to improve the functionality of our website and ensure you have a good experience when browsing it.

Facebook and Twitter data collection is obtained through the websites to provide statistical information regarding people who are registered users of these social media services. These service providers collect this data, which then allows Nechells POD to understand how these services are used in an effort to reach new audiences. Nechells POD only has access to aggregated data from these companies, not identifiable personal information.

By interacting with our social media pages (such as Nechells POD Facebook page) you agree to the use of your information in accordance with this privacy policy.

Storing your Personal Data

Keeping your personal information secure is important to us. All personal information is securely stored electronically or within securely stored paper files. Your personal information is only accessible to approved staff of Nechells POD.

We will only use and store personal information for as long as it is required for the purposes it was collected for.

We have a data retention policy (available on request) that sets out the different retention periods and relevant purposes for retaining personal data in line with our duties under applicable Data Protection or other Law. The criteria we use for determining these retention periods is based on various legislative requirements and guidance issued by relevant regulatory authorities.

Personal information that we no longer need is securely disposed of and/or anonymised. Some personal information may be retained by us in archives for historical purposes such as photographs of celebration events. Where this applies, we will do this in a manner that complies with applicable data protection law.

Nechells POD will regularly review the personal information and records we hold, and delete what is no longer required or where we no longer hold legitimate grounds for retention.

Information sharing

Your information will not be shared with third parties without your consent unless:

- We are required to in order to protect an individual's life (such as safeguarding or police investigations)
- We are required by UK or EU law to comply with a legal obligation from government agencies (e.g. benefit fraud investigations)
- To carry out official functions in the public interest (e.g. reporting of a crime)

Please note: We may share anonymous data with third parties for the purpose of funding requirements.

Opting Out

If you would like your information to be removed from our records or your contact preferences amended, please e-mail contact@nechellspod.co.uk. Alternatively you can make a request by telephoning 0121 681 2173 to request a copy of our Data Access Request form. All forms must signed be returned to our office situated at Nechells POD (28, Oliver Street, Nechells, B7 4NX) or electronically to contact@nechellspod.co.uk

To exercise these rights we require you to prove your identity with of one piece of approved identification such as a passport or driving license.

Please address any requests to Nechells POD Data Controller. We shall respond within 40 days of receipt of your written request and confirmed ID. We will not charge a fee for this process.

If you would like to complain about our practices or how your information has been handled you can contact the Nechells POD Data Controller Mr Paul Freeman on contact@nechellspod.co.uk

or

Directly contact the Information Commissioner's Office on 0303 123 1113 or visit <https://ico.org.uk/concerns/>

Governing Law

This privacy policy forms part of the Terms of Use for this website. We may revise this privacy statement at any time, without notice. Continued use of this site after an amendment has been made denotes your acceptance of the change.

By interacting with our website and related services you agree to the use of your information in accordance with this privacy policy. Nechells POD may change this policy from time to time by updating this page. You should check this page to ensure that you are happy with any changes. Any new policy will be effective from the date it is published by us.

Reviewed by:	Joanne Corkery
Date:	11/07/23
Next review date:	11/07/24