

## **The Junction Foundation – May 2021**

Welcome to The Junction and thank you for reading our privacy notice. The Junction Foundation is a leading locally based children, young people and family's charity, operating across the Tees Valley, we support approximately 2000 children, young people and their families a year through our services including Youth Employment, Young Carers, Youth Work, Children and Young People's Mental Health and Emotional Wellbeing and Children and Young People's Specialist Transport. Our purpose is to make a difference to the lives of vulnerable and disadvantaged children, young people and families.

The Junction respects your privacy and is committed to protecting your personal data and being transparent about how we collect and use your data. We will comply with all data protection legislation currently in force. This Privacy Notice, together with our consent and registration processes, explains how we use any personal information that you provide or which is provided to us by third parties.

By visiting our website, or responding to our social media posts you are accepting and consenting to practices described in this Notice, so please read it carefully. Any changes to this Notice or associated practices will be updated within this document so remember to check back if you are a regular user.

There is also a glossary of terms at the end of the document in case we use terms you don't understand.

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## **1 Information about who we are:**

This website is owned and operated by The Junction Foundation (The Charity), who is also the Data Controller (except where explicitly detailed in this notice).

The Junction Foundation is a Registered Charity (registered in England no: 1125578) and a Company Limited by Guarantee (6648312 England)

The registered Office is:

Drayton House, 19 Station Road, Redcar, Redcar and Cleveland, TS10 1AN

The Junctions Data Protection Officer (DPO) Beth Major is responsible for answering any questions you may have about this privacy notice. XXXX may be contacted through the above address or via [beth.major@thejunctionfoundation.com](mailto:beth.major@thejunctionfoundation.com).

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK's supervisory authority for data protection issues ([www.ico.uk](http://www.ico.uk)). We would however appreciate the chance to deal with any concerns you have in the first instance before you contact the ICO so please feel free to contact us so we can address any concerns you might have.

## **Changes to the Privacy Notice and your duty to inform us of changes**

This Privacy Notice was last updated in May 2021.

It's important that the personal data that we hold about you is accurate and up-to-date. Please keep us informed if your personal data changes during the duration of your relationship with us.

We may update this Privacy Notice from time to time. If we make significant changes we will contact you to confirm that changes have been made.

## **2 The personal data we collect from you, how we collect it and how we use it**

### **2a People who use our Children, Young People and Family Services**

This section explains what information The Junction collects, keeps and stores about you and/or your family if you receive one of our services, and your rights in relation to that information. You may also be given information by your service about the information they keep about you and what happens to it. Further information is available in the Service Information Leaflet, induction booklet, consent forms or registration process dependant on the service accessed.

### **What information do we collect?**

The Junction holds personal information about you which may include your name, date of birth, address, gender, ethnicity, sexual identity, employment status and whether you have a disability, so that we can ensure services meet your needs. We will also record information about the service provided to you, including case reporting, plans and reviews.

The Junction may use CCTV in some of its services to keep children, young people and staff safe. If you access one of the services where this is the case you will be told about it.

### **Why do we collect your information?**

Under the General Data Protection Regulations (GDPR), and the UK's Data Protection Bill, we must have a legal reason to keep your data and process it. When The Junction provides you with a service we will process your data under legitimate interest or public task. We do this because we can't provide a service to you without using your personal information.

### **Who do we share your information with?**

We share your data within The Junction with people who need to see it in order to provide you with a service. We may also share it with the organisation that pays for your service or with external agencies that inspect or audit our work. You will be given a service information leaflet that will provide you with more detail. We may be required to share your data with other agencies for legal reasons, a court order for example, or with other organisations if we believe that you are at risk of harm or may harm someone else.

There may be occasions where we will ask you for **consent** to use your data, for example; to help us inform the public about our work. If this is the case, we will explain to you exactly what your data will be used for. You do not need to give consent and can withdraw consent at any time, and wherever possible any of your data that has been used for publicity purposes will be deleted.

### **Who is responsible for your data?**

The data controller is responsible for your data. This may be The Junction, the relevant Local Authority, or agency that funds the work being delivered by The Junction. You can get more information about who the Data Controller is for your data from the service you access or the Data Protection Officer.

### **How long do we keep your Data for?**

The Junction will keep your data for a specified period (known as a retention period) once we have finished working with you (we often get requests from service users for historic records). Depending on the nature of the service and our legal obligations this will be a minimum of 6 years but can extend up to 100 years for certain types of work. For more information on the retention period for the service or services you access please contact [info@thejunctionfoundation.com](mailto:info@thejunctionfoundation.com) for more information.

Sometimes The Junction is required to transfer your data to the local authority who have commissioned us to provide your service, or to another organisation providing you with a service. You will be given details about what will happen to your data through registration, consent or assessment processes depending on the service you access.

### **How can you access your data? (Subject Access Requests)**

You can request a copy of the information that The Junction holds about you (see our Subject Access Request Policy or email us with a request in writing on [info@thejunctionfoundation.com](mailto:info@thejunctionfoundation.com)), but sometimes the Local Authority that pays for your service might be responsible for providing you with your data. If that's the case, then the Service Information Leaflet will explain who you should contact.

## **2b People who support us**

### **How do we collect your personal information?**

We obtain personal information from you when you enquire about our activities, become a service user, send or receive an email, make a donation to us, support a campaign, or ask a question about our services. Sometimes we may obtain your personal information from third party data suppliers, but only if they provide the appropriate evidence that you have agreed for your personal information to be shared with other organisations.

We also gather general information about the use of our websites such as pages visited and areas that are of most interest to users. We use this information to improve our website and make it a better experience for everyone. For further information please see section 2c "Visitors to our website".

Occasionally we obtain publicly available information, such as contact information, or we research information to help us perform due diligence checks to ensure we are not being abused by fraudsters or criminals posing as genuine donors, or to ensure that there are no conflicts of interest from potential supporters or organisations prior to our engagement. We do these checks to help protect The Junction from abuse. For further information around this please see the How we communicate with you section below.

### **What information do we collect?**

The personal information we collect may include name, address, email address, telephone numbers, date of birth, bank account details (for setting up regular direct debit or payment information), gender and campaign experience (for contacting you in support of our campaigns) and your family relationships (when submitting a family history enquiry). Data Protection Law recognises that certain categories of personal information are more sensitive. These are known as special categories of data and cover health information, race, religious beliefs and political opinions. We do not usually collect special categories of data about our supporters unless there is a clear reason for doing so such as participation in a run or walk or similar fundraising event or where we need to ensure we provide the appropriate facilities or support to enable you to participate in an event.

### **How do we use your data?**

We may use your personal information for:

- Dealing with your enquiries, requests and complaints
- Processing your donations and orders made online
- Providing you with information about our work activities events and services
- Complying with our legal obligations policies and procedures, for example claiming Gift Aid
- Providing and personalising our services
- Fundraising and marketing
- Conducting market research

### **How we communicate with you**

Being able to communicate with our supporters is important in making a difference to the lives of vulnerable children, young people and families across Teesside. We are open, honest and transparent with our supporter and want you to feel comfortable about how we use your personal information.

We will use the details you provide to us to communicate with you about how we are transforming the lives of the most vulnerable children across the UK through the work of our services and research expertise. We would also like to tell you how your support is helping and other ways you can help in the future, whether that's through volunteering, events or fundraising.

We promise that we will only communicate with you in the way you wish us to and we will always respect your privacy. You can change your mind at any time and its quick and easy to let us know that you no longer want to hear from us by calling our main office on 01642756000 and let us know or email us at [info@thejunctionfoundation.com](mailto:info@thejunctionfoundation.com)

We will always respond to your wishes in a sensitive, timely, courteous and professional way.

Please be assured that we will take appropriate measures to keep your personal

information safe and secure and we promise not to contact you more than necessary. We will never pass your personal information on to other organisations for them to use for their own marketing purposes.

In certain instances, The Junction collect and use your personal information by relying on the legitimate interest legal basis. This is because when you, for example, request to receive services or products from us, we have a legitimate organisational interest to use your personal information to respond to you and there is no overriding prejudice to you by using your personal information for this purpose. We will always provide you with the option to opt-out of hearing from us. In most instances, however, we will rely on obtaining your consent to use your personal information. For example; where we seek to obtain your consent to receive email marketing from The Junction.

We will only communicate to you in the way you have told us to. For example:

### **Email/text marketing**

If you have actively provided your consent to us along with your email address and/or mobile phone number, we may contact you for marketing purposes by email or text message. By subscribing to The Junction's emails or opting in to email communication from The Junction you grant us the right to use the email address for email marketing. We offer text to donate services as a quick and convenient way to donate to The Junction although this is an option to support us we will never directly contact you to donate via text to avoid fraudulent activity in our name.

### **Post/telephone marketing**

If you have provided us with your postal address or telephone number, we may send you direct mail or telephone you about our work unless you have told us that you would prefer not to receive such information, or we receive a notification from the Fundraising Preference Service that you have requested to stop marketing communications. We also actively check telephone numbers against the Telephone Preference Service (TPS) and will only make telephone calls to you where your telephone number is listed on the TPS, if you have specifically told us that you do not object to such calls and have consented to receive them from The Junction.

### **It's your decision**

It is always your decision as to whether you want to receive information about our work, how we raise funds and the ways you can get involved. If you do not want us to use your personal information in these ways, please indicate your preferences on the form on which we collect your data.

You may opt-out of our marketing communications at any time by clicking the 'unsubscribe' link at the end of our marketing emails or sending us an "opt-out" text message following the instructions we provide you in our initial text.

You can also change any of your contact preferences at any time, including telling us

that you don't want us to contact you for marketing purposes, by calling 01642756000 and let us know or email us at [info@thejunctionfoundation.com](mailto:info@thejunctionfoundation.com)

We will not use your personal information for marketing purposes if you have indicated that you do not wish to be contacted by us for such purposes. However, we will retain your details on a suppression list to help ensure that we do not continue to contact you.

## **Disclosures**

We will never pass your personal information on to other organisations for them to use for their own marketing purposes. However, we may disclose your personal information under the following circumstances:

- To third parties who provide a service to us and are data processors. This would include our trusted partners that work with us in connection with our charitable purposes, and other entities that act as fundraisers for The Junction, or provide The Junctions information and marketing services (subject to your communication preferences and our internal policies and procedures). We require these third parties to comply strictly with our instructions and Data Protection Laws and we will make sure that appropriate controls are in place. We enter into contracts with all our data processors and regularly monitor their activities to ensure they are complying with The Junction's policies and procedures.
- Where we are under duty to disclose your personal information in order to comply with law or the disclosure is 'necessary' for purposes of national security, taxation and criminal investigation or we have your written consent.
- Where we need to perform due diligence checks to ensure we are not being abused by fraudsters or criminals posing as genuine donors for example money laundering proceeds of crime tax avoidance. We do these checks to help protect The Junction from abuse.

## **Marketing to Children**

We are committed to protecting the privacy of the young people that engage with us through our website, fundraising events, marketing materials and communication lists. Our fundraising events also request specific information about the age of participants. Anyone under the age of 16 must obtain parental or guardian consent before participating in an event organised by The Junction. Children aged 13 and under who want to participate will be required to provide a parent or guardian's email address before engaging with us. We will then contact the parent or guardian to ask their permission to communicate with the child.

## **How long do we keep your data for?**

We keep your personal information for as long as required to operate the service in accordance with legal requirements and tax and accounting rules. Where your information is no longer required, we will ensure it is destroyed in a secure manner.

## **Other websites**

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Notice. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy notice which may differ from ours.

## **2c Visitors to our website**

### **Internet cookies**

We use cookies on this website to provide you with a better user experience. We do this by placing a small text file on your device / computer hard drive to track how you use the website, to record or log whether you have seen particular messages that we display, to keep you logged into the website where applicable, to display relevant adverts or content, referred you to a third party website.

Some cookies are required to enjoy and use the full functionality of this website. Some cookies will be saved for specific time periods, where others may last indefinitely. Your web browser should provide you with the controls to manage and delete cookies from your device, please see your web browser options.

The main cookies we use are (but not limited to);

- CraftSessionID – used by the content management system our website is built with.
- Craft\_CSRF\_Token – used to prevent the forms on our website been hacked by third parties.
- \_ga – Google Analytics tracking ID.
- \_gID – Used to distinguish between visitors to our website.
- \_hstc – Used by a piece of software called HotJar to help us track what visitors do

## **2d Job applicants – Paid, volunteer and Trustee Roles**

As part of any recruitment process, The Junction collects and processes personal data relating to job applicants. If you apply for a role with The Junction, we will only use the information you supply to us to process your application and to monitor recruitment statistics.

### **What information do we collect?**

#### **We will collect a range of information about you, including:**

- Your name, address and contact details, including email address and telephone number;
- Details of your qualifications, skills, experience and employment history;
- Information about your current salary;



- Whether or not you have a disability for which we need to make reasonable adjustments during the recruitment process;
- Information about your entitlement to work in the UK; and
- Equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health, and religion or belief. We will only collect this sensitive information with your explicit consent, which can be withdrawn at any time.

### **How do we collect your personal data?**

We collect it in a variety of ways. For example, you may have filled in an application form, or submitted a CV or resume, you may have provided your passport details or other identification documents, or we may have collected it through interviews or other forms of assessment, like online tests. We may also collect information about you from third parties, such as references supplied by former employers. The Junction will only seek information about you from third parties once we've made you an offer unless you explicitly give us permission to seek in advance. In all cases the application process will make clear at what point we will be contacting third parties.

### **Where will we keep your data?**

Your personal information will be stored, securely, in several places: on your application record, in our Recruitment and Selection system, our HR management systems and on other IT systems.

### **Why do we need your personal data?**

We need to process your data in order to enter into a working agreement with you. In some cases we need to process your data to ensure we are complying with our legal obligations, e.g. checking an individual's right to work in the UK.

We have a legitimate interest in processing your personal data during the recruitment process and for keeping records of the process. It allows us to manage that process, assess and confirm your suitability for the role and decide who to offer a role to. We may also need to process data from job applicants to respond to, and defend against, legal claims. Where we are relying on legitimate interest as a reason for processing data, we have considered whether or not those interests override the rights and freedoms of the applicant and have concluded that they do not.

We process health information if we need to make a reasonable adjustment to the recruitment process for the candidates who have a disability. This is to carry out our obligations and exercise specific rights in relation to employment.

For some roles The Junction is obliged to seek information about criminal convictions and offences. This is necessary to carry out our obligations and exercise specific rights in relation to employment.

The Junction will not use your personal information for any purpose other than the recruitment exercise for which you have applied unless you have consented to be

contacted for other opportunities within six months of the original application process.

### **How long will we keep your data?**

Personal information about unsuccessful candidates will be held for one year after the recruitment exercise has been completed, it will then be destroyed. Interview notes for all unsuccessful applicants are destroyed after six months. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

If your application is successful, personal data gathered during the recruitment process will be transferred to your personnel file and will be retained in accordance with our retention policy.

### **Who has access to your data?**

Your information will be shared internally for the purposes of the recruitment exercise. This includes members of the administration team for processing and organisation, interviewers involved in the recruitment process, and managers in the business area with a vacancy.

As part of the recruitment process we may need to share your data with third parties in order to conduct any necessary background checks and vetting processes, such as contacting previous employers/referees to obtain a reference; and/or the Disclosure and Barring Service to conduct criminal I record checks. As part of the recruitment process, we will make clear to you which checks will be required and at what stage of the process.

### **What if you don't provide personal data?**

You are under no statutory or contractual obligation to provide data to us during the recruitment process. However, if you do not provide The Junction with the information, we may not be able to process your application properly, or at all.

You are under no obligation to provide information for equal opportunities monitoring purposes and there are no consequences for your application if you choose not to provide such information.

## **2E Our current, and former employees, volunteers and trustees**

The Junction collects and processes personal data relating to its staff and volunteers in order to manage the work relationship with you.

### **What information do we collect?**

The Junction collects and processes a range of information about you that is appropriate to the role you perform with us. This will vary depending on whether you

are an employed member of staff, casual worker ('As and When'), volunteer, contractor, agency worker or student and may include:

- Your name, address and contact details, including email address and telephone number, date of birth and gender;
- Your image if you work in an office, service or store which has CCTV (We comply with the ICO's CCTV Code of Practice) or you require an identity badge to do your role
- The terms and conditions relating to the work you are doing for The Junction;
- Details of your qualifications, skills, experience and employment history, including start and end dates with previous employers and with us;
- Information about your salary, including entitlement to benefits such as pensions or death in service insurance cover;
- Details of your bank account and national insurance number
- Information about your marital status, next of kin, dependents and emergency contacts;
- Information about your nationality and entitlement to work in the UK;
- Information about your criminal record;
- Relevant information if you drive a fleet vehicle, your own vehicle for business purposes or if we hire a car for you;
- Details of your schedule (days of work and working hours) and attendance at work;
- Details of periods of leave taken by you, including holiday, sickness absence, family leave and extended leave, and the reasons for the leave;
- Details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence;
- Assessments of your performance, including appraisals, performance reviews and ratings, training you have participated in, performance improvement plans and related correspondence;
- Information about medical or health conditions, including whether or not you have a disability for which the organisation needs to make reasonable adjustments and
- Equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

### **How do we collect your personal data?**

We collect your information in a variety of ways. For example, you may have filled in an application form, or submitted a CV or resume; you may have provided your passport details or other identity documents; from forms completed by you at the start or during your work with us; from correspondence with you; or through interviews, meetings or other assessments.

We may also collect information about you from third parties, such as recruitment agencies, references supplied by former employers, and information from criminal records checks as permitted by law.

## **Where will we keep your data?**

Your personal information will be stored, securely, in several places: in your personnel file (hard copy and electronic staff file), in our HR management systems and in other IS systems (including The Junction's internal network and email system).

## **Why do we need your personal data?**

The Junction needs to process your data to enter into a working relationship with you and to meet our contractual obligations under any agreement with you. For example, if you are an employee we need to process your data to provide you with an employment contract, to pay you in accordance with that contract and to administer any benefits.

In some cases, The Junction needs to process data to ensure that we are complying with our legal obligations. For example, it is required to check a worker's right to work in the UK, to deduct tax, to comply with health and safety laws and to enable employees to take periods of leave to which they are entitled. For certain positions, it's necessary to carry out criminal records checks to ensure that individuals are permitted to carry out the role in question.

In other cases, The Junction has a legitimate interest in processing personal data before, during and after the end of the working relationship. Processing staff data allows the organisation to:

- Run recruitment and talent management processes;
- Maintain accurate and up-to-date staff records and contact details (including details of who to contact in the event of an emergency), and records of contractual and statutory rights;
- Operate and keep a record of disciplinary and grievance processes, to ensure acceptable conduct within the workplace;
- Operate and keep a record of employee performance and related processes and workforce management processes;
- Operate and keep a record of absence and absence management procedures, to allow effective workforce management and ensure that employees are receiving the pay and other benefits to which they are entitled;
- Obtain occupational health advice, to ensure that it complies with duties in relation to individuals with disabilities, meet its obligations under health and safety law, and ensure that workers are receiving the sick pay or other benefits to which they are entitled;
- Operate and keep a record of other types of leave (including maternity, paternity, adoption, parental and shared parental leave), to allow effective workforce management, to ensure that The Junction complies with duties in relation to leave entitlement, and to ensure that workers are receiving pay or other benefits to which they are entitled;
- Ensure effective general HR and business administration;

- Provide references on request for current or former employees;
- Respond to and defend against legal claims;
- Comply with our statutory and regulatory obligations and
- Maintain and promote equality, diversity and inclusion in the workplace.

Where The Junction is relying on legitimate interest as a reason for processing employee data, we have considered whether, by collecting the data, the charity is over-riding the rights and freedoms of our employees and workers and has concluded that we are not.

Some special categories of personal data, such as information about health or medical conditions, are processed to carry out employment law obligations (such as those in relation to employees with disabilities and for health and safety purposes).

Where we process other special categories of personal data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is done for the purposes of equal opportunities monitoring.

### **Who has access to the data?**

Your information will be shared internally, including with members of staff with responsibility for HR processes, the finance team, the core team (for security and insurance purpose), your line manager, managers in the business area in which you work and any other members of staff for whom access to the data is necessary for the performance of their roles.

The Junction shares your data with third parties in order to obtain pre-employment references from other employers and, if applicable to your role, to obtain necessary criminal records checks from the Disclosure and Barring Service.

The Junction may also share your data with third parties in the context of TUPE transfers. In those circumstances the data will be subject to confidentiality arrangements.

The services we provide to children and young people may be subject to external regulation, so if you work in a service that requires this your personal data will be shared with inspectors, and commissioned service data may be shared with the commissioner.

The Junction also shares your data with third parties that process data on our behalf, in connection with payroll, the provision of benefits, the provision of occupational health services, and the off-site archiving of personal data once you have left The Junction's employment.

### **How long will we keep your data?**

The Junction will hold your personal data for the duration of your working relationship

with us. After the end of your working relationship with us, due to the nature of the work that The Junction carries out, and in order to meet our safeguarding commitments, we may hold some of your data until your 75th birthday depending on your role.

### **3 Working with Third Parties**

The Junction will never sell your personal data, however we may share your information with third parties in order to provide services to you.

Your data may be accessible to some of the IT support companies who manage our business critical systems, however, this is only for the purposes of supporting our IT systems and is strictly governed by our contractual arrangements with them. We require all third parties to respect the security of your personal information and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal information for their own purposes and only permit them to process your personal information for specified purposes and in accordance with our instructions.

Some of our partners run their operations outside of the EEA (European Economic Area) and this may include countries who have different Data Protection Laws. We will always take steps to make sure appropriate protections are in place (in accordance with UK Data Protection Law) and that information is safeguarded.

Except for these specific cases listed below, we won't share financial information with third parties without your specific consent unless required to do so by law. By donating or making a purchase from our websites you are consenting to your financial and/or personal information being passed to any third party organisations necessary to process your transactions with The Junction, such as credit card companies, banks and the companies that handle shipping on our behalf. We will also share your data with HMRC if you give us permission to claim Gift Aid on your donation.

We can share your personal information with:

- any member of our group, which means the registered charity, its holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006;
- selected third parties, including:
  - Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them, including:
  - Providers of our fundraising pages, advocacy, email marketing, and events;
  - Archive and storage systems;
  - Commissioners, printers, fulfilment houses, photographers, videographers, creative designers, creative agencies, and online survey providers
  - Insurers, solicitors, brokers, loss adjusters, managing agents and landlords
  - Benefits providers and Criminal Records Check processors;

- Analytics and search engine providers that assist us in the improvement and optimisation of our site;
- Where we are under a duty to disclose or share your personal information in order to comply with any legal obligations, or in order to enforce or apply our Terms of Use and other agreements; or to protect the rights, property, or safety of The Junction, our donors, beneficiaries or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction
- A prospective seller or buyer of our business or assets in the event we sell or buy any such business or assets, including where The Junction or substantially all of its assets are acquired by a third party, in which case personal data will be one of the transferred assets
- for employees, payroll agencies, HMRC, pension, insurance companies and statutory bodies, where regulated to do so by law

We will keep your personal information confidential, and where we provide it to other third parties we will only do so under contract, on conditions of confidentiality and security, and only for the purposes for which you have provided your information to us.

#### **4 How do we keep your data safe?**

We take the security of your personal information very seriously. We have internal policies, controls and appropriate data collection, storage and processing practices and security measures in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

We work hard to make sure that our security procedures do the job they are designed to do and any communications between you and our websites are protected by encryption.

We use strict procedures and ISO 27001 security compliant features to prevent unauthorised access to or loss of data from our systems, however, we cannot guarantee the security of data that you transmit to our websites and therefore any transmission to us is at your own risk.

Please be aware that any personal information you choose to post on the public areas of our websites can be read, collected, or used by other users and could be used to send you unsolicited messages. We are not responsible for the personal information you choose to make public. In addition, we are not responsible for the content you publicly post on the site that can be found via web-based search engines.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of the site, you are responsible for keeping this password confidential. We ask you not to share that password with anyone.

## **5 Where we store and process your information**

The information that we collect from you may be transferred to, and stored in, a location outside of the United Kingdom, but only where we are satisfied that it has an adequate level of protection. It may also be processed by staff operating in these locations who work for us or for our service providers. This includes staff engaged in, among other things, the hosting of the site and the provision of support services. By submitting your personal information, you agree to this transfer, storing or processing. The Junction will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with this Privacy Notice.

## **6 Your legal rights**

Under the General Data Protection Regulation (GDPR), you have the following rights:

- a. the right to be informed
- b. the right to access your personal information
- c. the right to edit and update your personal information
- d. the right to request to have your personal information deleted
- e. the right to restrict processing of your personal information
- f. the right to data portability
- g. the right to object- including automated decision making and profiling
- h. the right to lodge a complaint with a supervisory authority

If you wish to exercise your rights, please contact us, providing as much information as possible about the nature of your contact with us to help us locate your records. Any changes you have requested may take 30 days before they take effect.

### **6a. The right to be informed.**

You have the right to be informed about the data we hold and share about you. This will be described to you in the service specific information leaflet if you are a service user or through your line manager if you are a member of staff or a volunteer or through our privacy notice above.

### **6b. The right to access your personal information**

You have a right to access your personal data. By making a subject access request to The Junction you can find out what personal data we hold about you, why we hold it and who we disclose it to. You must make a subject access request in writing and include proof of your identity – you can download a standard form from this website to help make the process quicker and easier.



Email requesting our Subject Access Request Form at [info@thejunctionfoundation.com](mailto:info@thejunctionfoundation.com) and they will forward it to the DPO or write to Beth Major at The Junction Foundation, 19 Station Road, Redcar, TS10 1AN

### **6c. The right to edit, correct or update your personal information**

The accuracy of your personal information is important to us. You can edit your personal information including your address and contact details at any time. If you believe we have incorrect personal data for you just ask for this to be amended.

### **6d. The right to request to have your personal information deleted**

You have the right to request the deletion of your personal information which we will review on a case-by-case basis.

### **6e. The right to restrict processing of your personal information**

You have the right to 'block' or suppress processing of your personal data. However, we will continue to store your data but not further process it. We do this by retaining just enough of your personal information so we can ensure that the restriction is respected in the future. Please note, this is not an absolute right and only applies in certain circumstances.

### **6f. The right to data portability**

The right to portability gives you the right to receive personal data you have provided to a controller in a structured, commonly used and machine readable format. It also gives them the right to request that a controller transmits this data directly to another controller. If you would like to exercise this right, please contact us.

### **6g. The right to object**

You have the right to object to your personal information being processed for marketing and for research purposes. From the very first communication from us and every marketing communication we send after you will have the right to object to marketing, if you inform us we will cease any marketing activity immediately.

If we process your personal information for the exercise or defence of legal claims, or we can demonstrate compelling grounds that override your rights and freedoms we may not be able to fulfil your request. However, we will contact you to discuss further.

### **6h. Your right to lodge a complaint with a supervisory authority**

If you wish to lodge a complaint or seek advice from a supervisory authority please contact:

The Office of the Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Tel: +44 (0) 01625 545 745  
Website: [www.ico.org.uk](http://www.ico.org.uk)

## 7 Glossary

**Anonymization** is the process of either encrypting or removing personally identifiable information from data sets, so that the people who the data describe remain unknown or anonymous.

**Comply with a legal or regulatory obligation** means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to, eg, The Children's Act, Care Leaver's Act, as well as regulatory requirements under CQC and other quality bodies.

**Consent** of the data subject means any freely given, specific, informed and unambiguous indication of the data subject's wishes

The **Data Controller** is the organisation that is responsible for your personal data. They are required to keep it secure, make decisions about what happens to your data and are accountable if it's lost or not kept confidential

The **Data Processor** is the natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller

**Data Protection Act 1998** is a United Kingdom Act of Parliament designed to protect personal data stored on computers or in an organised paper filing system. ... The Act defines eight data protection principles to ensure that information is processed lawfully. This law will be updated once the Data Protection Bill (2018) has been passed.

**Encryption** is the method by which plain text or any other type of data is converted from a readable form to an encoded version that can only be decoded by another entity if they have access to a decryption key. Encryption is one of the most important methods for providing data security, especially for end-to-end protection of data transmitted across networks.

**General Data Protection Regulation (GDPR)** is the 2018 legal framework that sets guidelines for the collection and processing of personal information of individuals within the European Union (EU).

**Legitimate Business Interests Legal Basis** means the interests of our company in conducting and managing our business to enable us to give you the best service/products and the best and most secure experience. For example, we have an interest in making sure our marketing is relevant to you, so we may process your information to send you marketing that is tailored to your interests. When we process your personal information for our Legitimate Interests, we make sure to consider and balance any potential impact on you (both positive and negative), and your rights under Data Protection Laws. Our legitimate business interests do not automatically override your interests – we will not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

**Personal Data** means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

**Personal Data Breach** means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed.

**Profiling** means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyse or predict aspects concerning that natural person's economic situation, personal preferences, interests and location.

**Pseudonymisation** means the processing of personal data in such a manner that the personal data can no longer be attributed to the data subject without the use of additional information. The additional information must be kept separately.

**Public Task Legal Basis** means we can rely on this lawful basis as we need to process personal data 'in the exercise of official authority'. This covers public functions and powers that are set out in law; or to perform a specific task in the public interest that is set out in law.

**Special Category Data** means data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

**Subject Access Request** is your right to get a copy of the information that is held about you.

**Suppression List** is a list that contains mailing or email addresses that you want to permanently exclude from future mailings or emails we send.

**Third Party** means a natural or legal person, public authority, agency or body other than the data subject, controller, processor or persons who, under the direct authority of the controller or processor, are authorised to process personal data.