

## Independent Choices -Privacy notice

### Who we are

Independent Choices is dedicated to protecting any personal data and information that we have received, we aim to ensure your personal information is processed in a fair, open and transparent manner. We want you to have confidence in how we collect, use and store your data so we invite you to read our Privacy Statement.

### Who it applies to and when it applies

This is Independent Choices privacy policy it applies to those that we offer support to and those that donate to us, as well as volunteers and staff.

#### Direct contact:

This could be if you contact the organisation - Independent Choices; Greater Manchester Domestic Abuse Helpline, Community Helpline Language Service or the LGBT IDVA service. This could be to get support from the organisation, to volunteer, apply for a job or to donate. This includes if you contact us by phone, email, post, face to face and any other communication.

#### Third parties:

This could be if you provide a donation through a third party such as Just Giving or one of the other third parties that we work with and provide your consent for your personal information to be shared with us.

#### website:

##### 1. Google Analytics

When someone visits [www.domesticabusehelpline.co.uk](http://www.domesticabusehelpline.co.uk) we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

##### 2. Mailing Lists

As part of the registration process for the weekly end the fear bulletin, we collect your email. We don't rent or trade email lists with other organisations and businesses. We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer Joanne Simpson.

## Type of data we collect

### Personal Information

Those seeking support - Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs. We will only use this information for the purposes of dealing with the support that you have sought and quality monitoring or evaluating the services we provide. We can may also collect other personal information such as your name, date of birth, age, telephone number and additional support needs, as well as information you provide in any communications between us. You will have given us this information whilst using our service or have been provided on your behalf by an agency. We use this information to provide the services that you are asking for.

Those Giving Donation - Personal information we can collect includes details such as your name, email address, postal address, telephone number. You will have given us this information whilst making a donation. We use this information to process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions and to comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which require us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donations.

Those requesting training & events - this can include details such as your name, date of birth, email address, postal address, telephone number, as well as information you provide in any communications between us. You will have given us this information whilst registering for an event or training. We will use this information to provide the services or goods that you have requested and to update you with important administrative messages about your training or event you have requested and to process any payments required.

Volunteering - this can include details such as your name, date of birth, email address, postal address, telephone number and right to work in the UK. You will have given us this information whilst applying for the opportunity. We will use this information to keep a record of your relationship with us and to administer the volunteering arrangement.

### Sharing data

We may share anonymised personal information with other organisations, particularly Local Authorities, who use this to understand and develop our work and funding.

### Access to your personal information

We are a "data controller" for the purposes of the Data Protection Act 1998 and (from 25 May 2018) the EU General Data Protection Regulation 2016/679 ("Data Protection Law"). This means that we are responsible for, and control the processing of, your personal information. You are entitled to request the personal information that we hold. For further information about our privacy practices, please contact our Data Protection Officer by emailing [joannesimpson@independentchoices.org.uk](mailto:joannesimpson@independentchoices.org.uk)

## Changes to this Privacy Notice

We have just updated our privacy notice in May 2018 but it can change so we ask that you do keep an eye on this for your own reference.

