



Privacy Policy

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1. Purpose of this policy

Ignite Life is committed to protecting the privacy of everyone who uses, supports, or is involved in our services. We want to ensure everyone involved with Ignite Life is confident with how personal data is collected, stored, and used.

Ignite Life's Privacy policy sets out how we collect, use and store personal information in compliance to the General Data Protection Regulation standards.

As part of our work, we collect and process personal data about people who interact with us. The kind of data we collect depends on how people use our services. We collect the bare minimum we need to ensure our services are effective.

2. Contact information

If you have any questions about Ignite Life's Privacy policy, please contact us at:

Contact: Bethanie Cundy
Number: 07943821633
Email: hello@ignite-life.co.uk

Address:
Ignite Life
Unit 6 Bridge Road
Kingswood
South Gloucestershire
BS15 4FW

3. Definitions

References to 'we' or 'us': when the policy references 'we' or 'us' this is referring to Ignite Life

4. Why we collect personal information

Ignite Life collects and processes personal information about people who interact with our services. The kind of data collected depends on how the person interacts with us, we collect the minimum data required to provide services.

Some reasons we might collect data:

- Research and feedback purposes, to conduct surveys and gather information
- To communicate with someone to send requested information
- To provide advice on the services we offer after receiving referrals
- To provide personal information shared on referrals which are shared with relevant colleague, such as counsellors
- To record and contact you regarding donations made
- To communicate with regarding Ignite's work, services, campaigns, and fundraisers
- To process donations
- To provide information regarding upcoming events
- To process job applications or volunteer placements
- To meet our equalities and diversity monitoring standards set out in our policy
- To obtain information which will be used to improve Ignite's services
- To address and resolve complaints
- To comply with contractual obligations set out by funders

5. What information is collected

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number and credit/debit card details (if you are making a donation), as well as any other information you provide us.

Depending on how you use our services, the type of information we collect might include:

- Your full name
- Date of birth
- Address
- Bank details
- Donation history
- Records of your correspondence with us
- Information you enter on the Ignite Life website contact box
- Photographs, videos, or audio recordings
- Occupation
- Race
- Disability
- Sexual orientation
- Gender
- Religion

Sensitive information:

If you share personal information by telephone, email, survey or when completing equalities and diversity monitoring forms and referrals, we will also collect this and treat this with extra care to ensure anonymity and confidentiality is kept.

You can choose to remain anonymous when sharing sensitive information or declare that you are happy for us to share your information as part of a campaign.

Data Protection Law recognises that some personal information is more sensitive. We will normally only collect this information with explicit consent. Information can include information about a person's health, race, disability, sexual orientation, gender, or religion. Ignite is committed to protecting this data and we will ensure the data is stored in a confidential record.

Personal data and young people and children:

Ignite Life aims to support young people overcome adversity. Therefore, we collect personal data about the young people we support and interact with. We receive parental/carers/school consent before processing this data and ensure it is stored to the highest confidential standard.

6. How we use personal information

Ignite services:

If you are receiving support from Ignite and using the services we provide, or if someone else has referred you for our services (often the case due to the nature of the services we provide, such as counselling and mentoring for young people), we will process your data because of your specific relationship to us. No one will access your data unless they need this to provide the service to you.

Ignite will mainly use the data collected to:

- To share with relevant people who will be part of the service such as, counsellors, mentors, safeguarding lead, school, social worker
- For general statistical reports (this will not include any information that could be used to identify anyone)

Fundraising/campaigning/marketing

Ignite Life would like to keep you up to date with current and upcoming fundraising, campaigning, and marketing events. We will obtain consent to contact you via email or phone to keep you informed on events, services, or volunteer/job opportunities.

We will never share your information to a third-party organisation, and you can withdraw consent at any point.

With explicit consent we will use information, photographs and videos provided by you or taken by us for campaigns, fundraising events, and marketing purposes.

Equalities and diversity monitoring

When you apply for a job or volunteer role with Ignite Life, we will ask you to complete an equalities and diversity monitoring form to ensure we are operating in line with our equalities and diversity policy standards.

7. Legal basis for process personal data *

Under the GDPR law, Ignite needs a lawful basis for collecting, storing, and using personal data. There are 6 possible legal grounds to process personal data, ... which are relevant for the services we provide.

8. When we share personal data

Ignite Life is committed to treating personal data confidentially. The information collected by us is mainly used and shared by our staff (and volunteers) who are involved in delivering our services. We will never share data with organisations so they can contact you for marketing activities, nor do we sell information about your web browsing activity.

With consent, we may share information to other organisations who may be able to offer additional support. We enter into contracts with these service providers that require them to comply with Data Protection Laws and ensure that they have appropriate controls in place to secure your information.

We may disclose your information if required to do so by law.

9. Where we store and process personal data

We use appropriate technical and organisational measures and precautions to protect your personal data and to prevent loss or misuse both online and off-line.

Unfortunately, the transmission of data via the internet is never completely secure. Although we do our best to protect personal data, we cannot guarantee the security of your data transmitted to our website. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

10. How we secure personal data

Ignite Life secures personal data on a secure software called Trello which run encrypted full back up every 24 hours to protect from data breaches. Data stored on Trello is only accessed by those who require it for their role. Ignite Life also uses Microsoft 365 to store certain data.

11. How long we keep personal data

Whatever your relationship with us, we will only store your information for a specific amount of time. The length of time that data will be retained depends on the reasons for which we are processing the data.

We only keep data as long as is reasonable and necessary for the relevant activity.

12. Your rights in relation to personal data

Under the GDPR you have rights in relation to how your personal data is collected, stored, and used. These are outlined below, if you wish to exercise these rights or make a complaint, you can do so by contacting:

Bethanie Cundy
Number: 07943821633
Email: hello@ignite-life.co.uk

Your rights include:

- Access to personal information:

You have the right the 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 an access request free of charge.

- Right to object:

You have the right to object to us processing data where we are relying on a legitimate interest 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.

- Consent:

Where we process your data based on your consent (for example, to send you marketing texts or emails), you can withdraw that 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 data where it is no longer necessary for us to use it, or if you have withdrawn consent.

- Portability:

Where we are processing your personal data because you have given us your consent to do so, you have the right to request that the data is transferred from one service provider to another.

- 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.

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