



# **YOUNG BRISTOL PRIVACY POLICY**

**Last Reviewed: February 2024**

**Next Review Due: February 2027**

Our thanks to Burges Salmon for their help and guidance in producing these Policies



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## **PRIVACY POLICY**

### **Our commitment**

At Young Bristol, we are committed to maintaining the trust and confidence of supporters of our charity, our visitors to our website and subscribers to our eNewsletter.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our website or our services, then you can be assured that it will only be used in accordance with this privacy statement.

Young Bristol is the controller and responsible for your personal data.

Young Bristol may change this policy from time to time. Please check this policy regularly to ensure that you are happy with any changes. This policy is effective from 01/02/2024.

We have appointed a Data Protection Officer who is responsible for overseeing questions in relation to this privacy policy. If you have any questions about this privacy policy, including requests to exercise your legal rights, please contact the Data Protection Lead Manager using the details set out below:

Email address: [info@youngbristol.com](mailto:info@youngbristol.com)

Postal address: Young Bristol, BS14 Youth Club, Stockwood Lane, Bristol, BS14 8SJ

### **What we collect**

We may collect the following information:

- Your Name
- Your Contact information - email address, home address, telephone number
- Other data such as required on a consent form if taking part in a Young Bristol Activity e.g. medical information

### **Mailing lists**

As part of the registration process for our eNewsletters, we collect personal information. We use that information (e.g. your email address) to tell you about upcoming activities, events and issue a quarterly newsletter. We do not rent or trade email lists with other organisations or businesses.

We use a third-party provider, MailChimp based in the United States, to deliver our eNewsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our eNewsletter. For more information, please see MailChimp's privacy notice.

You can unsubscribe to general mailings at any time by clicking the unsubscribe link at the bottom of any of our emails or by emailing [info@youngbristol.com](mailto:info@youngbristol.com).

We understand Mailchimp is part of the Privacy Shield which requires them to provide similar protection to personal data shared between the European Economic Area and the US. For further details, see European Commission: EU-US Privacy Shield.

We have various fundraising activities that take place and a separate, secure database is held of supporters. This database is used to let our supporters know of specific events and opportunities to support Young Bristol by post or by email (if we have received a signed and dated data protection consent form). If you would like to receive fundraising communications please contact us and we will post a form for completion.

If taking part in a Young Bristol Activity at one of our centres (Outdoor Activity Centre or Youth Club) we will ask for a consent form to be completed by an adult (parent or guardian) if the activity user is below the age of 18 or by the adult themselves. This information we must have prior to the activity taking place for the safety of both the user and staff members. This information is kept secure in line with our AALS accreditation (Adventure Activity Licensing Service) and our best practice.

#### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites which are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

#### **Cookies**

##### **How we use cookies**

This site uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser in order to do so.

##### **Cookie consent**

By using our website, our social media pages (such as Facebook, Twitter, YouTube, and Instagram), subscribing to our services, and/or making a donation to us, you agree that, unless you disabled them

within your internet browser, we can place the types of cookies set out below on your device and use that data in accordance with this Policy.

## **Social Media**

We are also on a number of social media channels. Although this policy covers how we will use any data collected from those pages, it does not cover how the providers of these social media websites will use your information. Please ensure you read the privacy policy of the website before sharing data and make use of the privacy settings and reporting mechanisms to control how your data is used.

## **Access to your personal information**

You are entitled to view, amend, or delete the personal information that we hold. Email your request to [info@youngbristol.com](mailto:info@youngbristol.com) or by post to Young Bristol, BS14 Youth Club, Stockwood Lane, Bristol, BS14 8SJ.

Please also let us know if you believe the personal information that we hold about you needs to be corrected or updated.

## **Complaints**

If you have a complaint about us, or the treatment of your data, you can contact the Charity Commission. The Charity Commission is the independent watchdog for charities. You can make a complaint about a charity on their website at [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk).

## **Retention**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

## **Security & Storage of Information**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect both online and through other sources.