



PRIVACY POLICY FOR SERVICE USERS

**Co-creating a change in
building Asian communities**

CONTACT

WEBSITE:
www.cultureandwellbeing.org

EMAIL:
info@cultureandwellbeing.org

Privacy Policy for Service Users

Data

We take your privacy seriously and we will look after any personal data you share with us in accordance with the General Data Protection Regulation 2018 (GDPR).

This Privacy policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you).

Here at Culture and Wellbeing, we are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner?

When you contact us about any of our service your details are stored in cloud-based contact management system. Access to this data is password protected.

1. When you interact with us directly to find out about our activities, register with us for training or an event, make a donation to us, ask a question about mental health, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, visit our website or get in touch through the post or in person.
2. When you visit our website, we gather general information which might include which page you visit most often and which services, events or information is most information is of most interest to you. We may also track which pages you visit when you click on links in emails from us. We also use "cookies" to help our site run effectively. There are more details below – see "Cookies".

We collect your personal information such as your name, date of birth, email address, postal address, telephone number and credit/debit card details when you are making a donation, registering for an event, placing an order on our website or any of the other ways to interact with us.

We will mainly use this information:

- To process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions.
- To provide the services or good that you have requested.

- To update you with important administrative message about your donation, an event or services you have requested
- Where you volunteer with us, to administer the volunteering arrangement.
- To invite you to participate in surveys or research.

Any **sensitive** personal information includes information about person's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs we will only use this information:

- For the purpose of dealing with your enquiry, training and quality monitoring or evaluation the services we provide.
- We will not pass on your details to anyone else without your express permission except in exceptional circumstances. For example, anyone reporting serious self-harm or posing a threat to others or children contacting us and sharing serious issues such as physical abuse or exploitation.
- Where you have given us your express consent or otherwise clearly indicated to us.

Your information will be shared with relevant Culture and Wellbeing staff in order for them to be able to offer you the best service or signpost you to another organization for support.

Cookies

Cookies are small text files placed on your device which uniquely identify your device. Cookies cannot be used to run programs or deliver viruses to your device.

For more information about our use of these technologies please contact us by emailing us on [**info@cultureandwellbeing.org**](mailto:info@cultureandwellbeing.org).

Please note that we will update our Privacy Policy as when it requires, therefore it's important to make sure you are looking at the latest Privacy policy.