

GARAS Privacy Notice

At GARAS we are committed to treating everyone with respect which is why we take treating your data seriously. We committed to being clear about how we collect, use and store your data.

If you have any questions about the information in our Privacy Notice or wish to alter any information we hold about you or how we contact you, please contact:

The Data Protection Officer,

GARAS, The Trust Centre, Falkner Street, Gloucester, GL1 4HR

Email:info@garas.org.uk

01452 550528

What information do we collect?

GARAS collects personal and statistical information from you when you participate in particular activities. The information we collect depends on how you are engaging with us.

For example if you are a client then we will require information that will be beneficial to us supporting your case. If you are making a donation and want to add Gift Aid we will require the information needed by HMRC. As GARAS is a membership organisation we require some details in order to be able to communicate with our members.

The information we collect may include (but is not limited to):

Title

Name

Address

Email address

Telephone number

Bank details (when setting up a direct debit)

A consent agreement

Taxpayer status for Gift Aid

Date of birth, age, gender etc (specifically for those receiving support from GARAS).

In general, we collect information from you when you:

- access our services via telephone or face to face appointment
- become a member of GARAS
- make a donation to support our work
- sign up to support our work by fundraising for us, including via Third Party sites such

as JustGiving, where you give your consent for your information to be shared with us

- sign up to receive our emails
- apply for a staff or volunteer opportunity with us
- register to attend an event, training course or workshop with us.

We also collect information about your engagement with us including the ways you have supported us in the past, for example, through donating, taking campaign actions, taking part in training or utilising our services.

Any anonymised statistical data collected is used for our own purposes and to comply with funder requirements. We do not use any external third party data service.

Why do we collect this data?

Personal data:

We collect personal data to allow us to process:

- In order to support clients through the need for advice and support
- donations (including processing Gift Aid, where people have elected to contribute Gift Aid)
- campaign actions that involve communicating with Government and other relevant policy positions
- information about fundraising events people are running for us
- job and volunteer applications

We collect personal data so that we can contact:

- people who have opted-in to hear from us by email or phone.(consent based contact)
- people for whom we have a postal address and who we think might be interested in hearing about our work (legitimate interest based contact)
- people who we are working with in our services (legitimate interest based contact)
- people who have applied for job or volunteer positions with us (legitimate interest based contact)
- people who have told us they are fundraising for us, for example by running a marathon or holding a bake sale (legitimate interest based contact)

Statistical data:

We collect statistical information about how our service is being used . This information helps us improve the services and information we offer our clients, by providing us with insights into what is most relevant to our clients.

Survey/ Feedback data:

We collect this data to understand and improve the services we provide and for use in evaluation of different areas of work as well as the design and planning for future work.

Sensitive personal data:

Under data protection law, certain categories of personal information are recognised as sensitive, including health information and information regarding race, religious beliefs, and political opinions ('sensitive personal data'). We collect this data for a number of reasons:

- where it is necessary to the provision of a service or facilitates us to support you with specific needs. This might relate to support we are providing to you in relation to your asylum case or in helping you to access relevant services
- where it is necessary within the remit of our HR team so that adjustments can be made to accommodate your needs if you are volunteering or working for Refugee Action
- where supporters have shared such information with us over the phone or in writing. In such cases, we may use this information to tailor our communications to individuals in line with the consent provided for how we should communicate with them.

Sensitive personal data is held securely in our databases and paper files and only accessed by relevant staff and volunteers as relevant to their role and the exercise of their duties.

How do we use the data we collect?

We use the personal information you provide to us in a number of ways:

- to continue to support people who work with us in our services
- in the administration of any training we provide or host.
- to send updates about our work to our supporters, including information about our services and campaigns that we think might be of interest by post, and where we have consent, by email and telephone
- to send you information about how you can join us in helping refugees and people seeking asylum by donating, fundraising for us, taking part in our campaigns, volunteering and other ways you can get involved
- to process donations we receive from you
- to process Gift Aid where you have indicated you would like us to do so
- to process campaign actions, such as petitions or actions asking you to email your MP
- to process any changes to your details as requested by you
- for record keeping and administrative purposes relating to donations, feedback or complaints
- to contact representatives of an organisation or company who has expressed interest in working with us

How to contact us about your information

You can find out what information we hold about you, or request any changes to your personal details by contacting GARAS at:

The Data Protection Officer,

GARAS, The Trust Centre, Falkner Street, Gloucester, GL1 4HR

Email: info@garas.org.uk

01452 550528

How to unsubscribe from our email, mail or phone updates?

You can request to stop receiving our direct mail, email updates, or phone calls from GARAS by contacting us directly at the address above.

Please note we may have to contact you to confirm we have your correct details.

Please note: If you donate, take part in a campaign activity or request information you will receive a one-off transactional email about that activity for your records.

How do we protect your personal information?

Our data management takes all appropriate measures to keep your data safe both physically and electronically and to keep your data up to date and only hold your details for as long as is reasonable and necessary.

On our website, all of our donations made to us online are through CAF Donate and give.net.

Please note that while we have taken every appropriate measure to secure your data, transmission of information over the Internet is never one hundred per cent secure so while we take all possible precautions, we can't guarantee the security of any information you submit to us via our website.

We also take all appropriate measures to ensure that any personal information we receive is kept on secured servers. Access to our servers is restricted to trained staff and volunteers, who require a special login account to access the data.

Do we store your payment details?

We do not keep the card payment details of any donations from our website (via Iconnet), CAF Donate or give.net.

We do keep a record of how much you donated, the date it was donated, your name and contact details so that we can send you a receipt and a thank you message and make sure we have your correct donation amount, in case you have an enquiry about your donations

at a later date.

If you make a regular gift to us via a Standing Order Mandate or Direct Debit, we store your bank account number and sort code to process your gift monthly. You will receive a receipt confirming the information we have collected for this when you set up your Direct Debit or Standing Order.

We also keep physical details of donations where Gift Aid has been included, in line with HMRC requirements. The records are kept securely in locked cabinets only for as long as required by HMRC.

Do we disclose the information we collect about you to other parties, including Third Party Partners?

We will never share your data with anyone for marketing purposes.

The only occasions when we will share your data are:

- as a client that requires information to be shared with relevant parties as agreed in the Client Consent form to assist with your client support, this may include your solicitor, health professionals, Migrant Help, benefits, social workers etc. **We will use the most appropriate form of communication and encryption services as related to the various services such as Egress Switch.**
- Transfer of information will be restricted to only that required and necessary and as agreed by Consent.
- Transfers of information will only be made by those authorised to do so ie Advice workers in the nature of their role and as agreed by Consent
- with Third Party partners who supply our donation pages CAF Donate and give.net
- with Government or policy makers where you have added your name to a petition or sent an email to your MP in relation to one of our campaigns

We stipulate the protection of your data in our contracts with Third Party partners.

The only other occasions when we might disclose your data are:

- if required to do so by law or in response to a court order or law enforcement agency
- in an emergency, for example where we think someone is at serious risk of being harmed or in immediate danger, we may contact the police, a local health or relevant safeguarding team to intervene.

Getting your consent for sharing your data

Other than in an emergency or in response to a court order or law enforcement agency, we will only share your data with another organisation for their use outside of a service they are providing to us (for example, payment processing) if you have actively indicated to us that

you are willing for us to do so. This might relate to a service we cannot provide to our clients that another provider can help with. You will be asked by the member of staff or volunteer working with you if you consent for us to share your information or there will be a question about this on a form that staff will provide to you.

Your right of access to your data

You have the right to ask for a copy of the personal or casework information we hold about you. If you wish to exercise these rights, please contact:

The Data Protection Officer,

GARAS, The Trust Centre, Falkner Street, Gloucester, GL1 4HR

Email:info@garas.org.uk

01452 550528

Cookies Policy

Like most websites, GARAS uses cookies on our website. A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites and can do a number of things, e.g. remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website. *Read more about cookies on the ICO website.*

CURRENTLY WE USE NO DATA COLLECTION FROM COOKIES

If you want to know more about protecting your browser, the ICO website has instructions about how to change your cookie settings across different browsers.

You can also find out more about safeguarding your data on Google.

Changes to our Privacy Notice

We keep this privacy policy under regular review. This policy was last updated on 20th May 2018 (address changed 18th March 2021)