

Your Information: how it is used and how to gain access to it.

Who are we?

Wesley Community Furniture is a registered charity providing low cost furniture and household items. It is based at St Wilfrid's Church Hall, Birchvale Close, Hulme, Manchester, M15 5BJ. We use information about you to enable us to provide a safe and effective service, which meet both your needs and the needs of the community we serve. This privacy notice sets out how we will use your personal data.

What information we collect and how we collect it.

Usually we will collect this information directly from you, but sometimes we may collect this indirectly from someone else such as a housing association or landlord through our referral process. The types of data we collect are:

- **Personal details** (such as name, address, contact information and email) so that we know how to keep in touch with you

Why we collect your personal data and what our legal basis for doing this is?

In most cases, we will process your data because it is necessary to provide you with our service safely and effectively. We process your personal data in order to:

- Keep a record of your personal details so that we are able to keep in touch with you
- Evaluate the effectiveness of our service

Our legal basis for collecting and processing your data is that it is necessary for the performance of the contract of sale we enter into with you (the data subject), or it is necessary to take steps to enter into a contract of sale.

In some cases, providing us with your personal data is optional and in these cases, we will make this clear and ask for your explicit consent to process this data by providing you with a consent form. Even if you have given your consent, you will be able to withdraw your consent at any point if you change your mind and the form will tell you how to do this.

Who we share your information with.

Your information, whether on electronic or paper records - including referral forms – is personal and sensitive and the processes we use for collecting, storing and retrieving your information are secure to prevent against unauthorised access.

Wesley Community Furniture staff will usually be the only people authorised to access your information and they will do so to ensure we are providing an effective service. Other managers may need to access your information to investigate complaints, incidents or to audit services.

There are other situations when we may need to share your information; situations when:

- There is a serious risk to the health and safety of others (e.g. children and vulnerable adults)
- Information is required to be used in court
- We need to give information to the police to help detect or prevent a serious crime
- We believe there is a threat to your safety

ADVICE: Before using this document you should ensure that you have the most up-to-date version. If you are referring to a printed version it may be out-of-date. If in any doubt please check with Human Resources.

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Where possible we will always inform you when we need to share information for the reasons given above. In other situations (e.g. a request from an employer or insurance company) we will not share your information without your written consent.

Information is shared more widely to monitor and evaluate the quality and performance of services; in these circumstances your name and any other details which may identify you will be removed prior to analysis and inclusion in reports.

All our staff and volunteers are required to adhere to our confidentiality and information security policies. If we find out that an unauthorised person has had access to your information we will inform you, and take appropriate action.

How long we keep your data and why.

We will store your information according to records retention periods, for 2 years following your custom.

Your rights under the data protection law.

Under the data protection law, your rights are as follows:

- You have the right to be informed about how we process your data (this is detailed in this privacy notice)
- You also have the right to request that we correct your data if it's factually inaccurate or incomplete. We are required to respond to requests within 1 month
- You have the right to access a copy of the information we keep about you or authorise another person or organisation to be provided with your information – this is known as a subject access request. We are required to provide this within 1 month
- In some circumstances, you have the right to ask us to erase all your personal data (but we may refuse to do this if we can show we have a lawful reason to keep it)
- In some circumstances you have the right to object to data processing or request that data processing is restricted (but we may refuse to do this if we can show we have a lawful reason to keep it)

If you have a concern about the way we are collecting or using your personal data, want to ask us about any of your rights described above or ask us any other questions about this privacy notice, please contact our Data Protection Officer:

Laurence Housden
The Big Life Group HQ
1st Floor
463 Stretford Road
Manchester
M16 9AB
loz.housden@thebiglifegroup.com

If you are not happy with our response, you have also the right to complain to the Information Commissioners Office. This is the UK's independent authority. It has enforcement powers and can investigate complaints and compliance with data protection law. Your rights are described in detail on the ICO's website - <https://ico.org.uk/>.

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Wesley Community Furniture are the Data Controller and if you would like to contact us directly our contact details are below:

Wesley Community Furniture
St Wilfrid's Hall
Birchvale Close
Hulme
Manchester
M15 5BJ
0161 226 9051
info@thewesley.org.uk

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