



Me2 Club Privacy Notice

At Me2 Club we are committed to respecting your privacy and protecting your personal information. We are a registered charitable charity Company limited by guarantee, Company Number 07557636 and Charity Number 1140812. Our data protection lead can be contacted at info@me2club.org.uk. We have produced this privacy notice in order to keep you informed of how we handle your personal data. All handling of your personal data is done in compliance with the General Data Protection Regulation (EU) 2016/679 (“Data Protection Legislation”).

By using our website, social media pages, our services or providing your information you consent to our collection and use of the information you provide as set out in this policy. When you provide us with your personal data, we may use this in various ways. This privacy policy is used at Me2 Club in conjunction with our Data Protection Policy.

1. What information we collect

Direct personal data

We collect personal data provided to us, this includes information on registration forms regarding children of the families we support, data includes: child’s name, date of birth, address, health and medical needs and details of any additional needs/disabilities. If consented to, we may work with other organisations such as Wokingham Borough Council’s Children Disability Team to obtain social care and health care plans. We will also ask for information about who has parental responsibility for the child. Me2 Club takes extra care to ensure your privacy rights are protected and the information is stored on a secure database stored in the cloud. We may also collect information when you sign up for one of our events or make a donation including Gift Aid.

Feedback Information

We conduct an analysis of the information we hold, for example feedback forms from training, family events etc. This information is used to inform funders of the difference that the core service and projects undertaken by Me2 Club has made to children and their families. We may anonymise personal data so that it can no longer be linked to an individual when reporting to funders.

Indirect personal data/information from third parties

This is when you have given permission to be shared with us by independent event organisers such as Just Giving and Local Giving. These independent third parties will have asked you to indicate that you wish to support Me2 Club and you have given your consent. Please note you should check their privacy notice when you provide your information to ensure you know how they will process your data.



Volunteers

Me2 Club volunteers undertake a Disclosure and Barring Service check which means we may collect extra information about you, for example, references, details of emergency contacts, medical conditions etc. This information will be retained for legal reasons to protect us (including in the event of an insurance or legal claim) and for safeguarding purposes.

2. How we use your personal information

Personal information means any information that may be used to identify you, such as your name, title, telephone number, email address or mailing address. We may process your information for our legitimate business needs, we collect this data as it will help us keep in touch with you and fulfil needs/requests relating to you or your child. We only ever use your data with your consent and we will only use your data for the purpose or purposes it was collected for (or closely related purposes). If you are one of the Me2 Club families we use your data to provide our core services and additional projects to include: contacting you in case of emergency, to support your child's wellbeing and development. To maintain contact with you regarding your child's progress and to keep you up to date with any changes to the core service and additional projects. Please note we have a legal obligation to process safeguarding related data about your child should we have any concerns about their welfare.

3. How we protect and store your data

Me2 Club ensures we have technical controls in place to keep your personal information safe and prevent unauthorised access to or use or disclosure of your personal information. Electronic data and databases are stored in the cloud and we control who has access to them. Our staff receive data protection training and we have a detailed data protection policy and procedure which personnel are required to follow when handling personal data.

Your information is stored on our CRM database, hosted by Charity Log. Charitylog is accredited to ISO90001 for quality management and to ISO27001 for system security. Paper records when necessary will be kept in a locked, fireproof storage system at the Me2 Club offices which only authorised staff will have access.

4. Sharing your personal details

Me2 Club will never share your data with any third parties without your permission. We may have a legal obligation to disclose your personal information if required by the police, regulatory bodies or legal advisors. We will only ever share your data in other circumstances if we have your explicit and informed consent. All the data we hold is secured with the European Economic Area (EEA).



5. Length of time we keep your personal data

We will only retain personal information for as long as it is required in relation to the purposes for which it was originally obtained. How long personal information will be retained for depends on the type of information it is and what it is being used for example a volunteer application form is kept for 2 years after the volunteer leaves.

6. Your legal rights

We want to ensure that you are always in control of your personal information. Part of this is making sure you understand your legal rights which are as follows:

- **Your right of access** - You have the right to ask us for copies of your personal data.
- **Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances (though this will not apply where it is necessary for us to continue to use the data for a lawful reason).
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances, e.g. data being used for direct marketing.
- **Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

If you wish to exercise any of the above rights, please write to Me2 Club's Data Protection officer at the following address:

Data Protection Officer
Me2 Club
Unit 9, Indigo House
Fishponds Rd
Wokingham
RG41 2GY

Or send an email to info@me2club.org.uk

Individuals will be charged £10 per subject access request. The Chief Executive will aim to provide the relevant data within 14 days (*a response must be made within 40 days of receiving the fee*). Please keep in mind that there are exceptions to the rights outlined above



and although we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

7. Changes to your personal information / unsubscribing

If your personal details change or if you want to stop receiving emails please get in touch via post, phone or email. If you wish to unsubscribe from our newsletter please use the unsubscribe link contained in the newsletter email. Our newsletter is sent via MailChimp which requires all campaigns to be sent with an unsubscribe link in accordance with UK law, for more information see <https://eepurl.com/dyikqb>.

8. Complaints

You can complain to Me2 Club directly by contacting our Data Protection Officer using the details set out above. If you wish to make a complaint which does not directly relate to your data protection and privacy rights, you can do so in accordance with the Me2 Club Complaints policy and procedure.

If you are not happy with our responses, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissions office which regulates and enforces data protection law in the UK. The ICO's contact details are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

9. Me2 Club website

We are not responsible for the content or functionality of any of these external websites. We suggest that you read the privacy policy of any website before providing any personal information.

10. Changes to this privacy notice

We reserve the right to make changes to this privacy notice. We recommend that you check this privacy notice each time you visit the Me2 Club site to check no changes have been made.



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