



**Data Protection and Privacy Policy**

**August 2018**

Applicable to	Trustees and Volunteers
Title	Data Protection and Privacy Policy
Document Type	Policy
Version	2.0
Date	21/08/2018
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Reviewed by	Stella Charman
Approved by	Board of Trustees 11/9/18

## **Data Protection/Privacy Statement**

If you are a private individual who lives in the UK or elsewhere in the EU, Luna Children's Charity (Luna) has a legal duty under EU law and the UK General Data Protection Regulations to keep confidential any data about you that is personally identifiable. However, Luna believes that it should extend the same consideration on how data is stored to everyone who is in contact with the Charity, wherever you live and work. Your personal data is any information that relates to you, and includes information like your name, address as well as any other information that could be used to identify you, for example a photograph or an internet address. We also ensure that the data we hold is correct, useful and not held for longer than is necessary for the purposes for which it is needed.

If you have any queries about how Luna holds personal data, please contact us at [info@lunachildren.org.uk](mailto:info@lunachildren.org.uk)

## **How we collect your data?**

We collect data when someone:

- Donates or fundraises on behalf of Luna
- Chooses to volunteer with us
- Attends any training facilitated by us

- Becomes a trustee/volunteer

When we hold data, it is always to serve a function, such as keeping records of attendance to training or to inform those involved of upcoming events. As an example, if a volunteer is organising or attending a fundraising event for us, Luna has a legitimate interest in keep their contact information so that we can communicate with them.

Anyone can get in contact us at any time and ask to be removed from our mailing list. Just can send an email to [info@lunachildren.org.uk](mailto:info@lunachildren.org.uk) and all further contact will cease.

## What information do we collect?

Below is a table explaining what information Luna keeps about you, according to your role or relationship with Luna.

Role within Luna	Data held
Volunteers/trustees	Name, Address, Telephone number, Email address, DOB, Job title, Languages spoken, Bank details
Those trained by Luna	Name, Telephone number, Email address, Work location, CATT training records
Funders/Donors	Name, Address, Telephone number, Email address, Job title, Record of donations
Active supporters	Name, Telephone number, Email address
Public	Luna holds no data on members of the public. If any member of the public wishes to get in contact with us, they may do so via Luna's website or using social media.
Children & young people treated by Luna-trained practitioners	Luna does not hold any personal information on children and any information provided for the purposes of clinical discussion or research is anonymized to protect the identities of those individuals.

## **Ways this information may be used?**

We collect data to help us achieve our charitable objectives. In practice, this means we may use data for several reasons, such as:

- To provide services where agreed between us
- To meet our legal obligations and duty of care
- Informing a donor about how their money was used
- To pay for volunteer expenses, provide them with information about training, arrange briefings and meetings
- For Luna research purposes such as impact assessments and to gauge the impact that CATT is having
- To provide the Charity Commission with the information they require

## **How do we protect your information?**

At Luna, we take the security of your personal information as a priority. We take all reasonable measures to ensure that your information remains safe as required by law and in line with the industry standard. We also password protect all files containing any personal information to ensure they do not fall into the wrong hands. If you have any suspicions that your information is no longer safe or at risk, contact us and we will resolve the issue immediately.

## **How long will we store your data?**

We keep personal information for different lengths of time depending on its intended purpose. As an example, Luna wishes to keep in contact with its volunteers to inform them of current/upcoming events or send newsletters. However, if a volunteer wishes to no longer hear from Luna, then we will remove their data from our files and it will no longer be stored.

## **What are your rights?**

You have the right to:

- Ask for a copy of the personal data we hold about you (your right to access)
- Request that we delete any personal data held on you (your right to be forgotten)
- Change how you hear from us and opt out of our holding your personal information (your right to object)
- Ask us to restrict processing of data, which means that we would need to secure and retain your data for our benefit, but otherwise not use it or pass it onto any 3<sup>rd</sup> parties (your right to restrict processing)
- Ask us to supply you with some of the personal data we hold about you in a machine-readable format to another organisation (your right to data portability)