



External Supporters Privacy Notice

Reviewed: July 2023
Next Review date: July 2025
Approved by CEO & Board Trustees

The Matthew Project (TMP) is committed to protecting your privacy; being transparent, accountable, and respectful of your personal information.

Scope of Notice

This privacy notice will inform supporters, visitors to our online communications, volunteers, job applicants (and prospective job applicants), and those who donate to us how, we use, share, and look after your personal data.

Personal Information we collect

When you donate, register online, volunteer, take part in an event, contact us, or interact with us in any other way, TMP may ask for personal information about you, such as your name, address, telephone number, and/or email address.

We will clearly ask for your consent for us to keep your personal information.

In addition, we will also keep details of TMP activities and events you have attended.

Details of any financial payment or donation you have made will be kept securely as part of our financial procedures.

How we use your Information

TMP will use your information only with your consent and only for the purposes it was collected for, such as:

- Processing a donation that you have made.
- Sending you information about our work and how you can continue to support us.
- Sending you communications you have subscribed to.
- Responding to correspondence you have sent us.
- Making you aware of events that you can support.
- Maintaining databases of supporters and volunteers.
- Helping us monitor your ongoing consent for information.

We will only contact you through approved TMP communications.

We aim to respond to any query from you within seven working days.

Opt-in and Removing Consent

TMP will ask you to “opt-in” for communications as part of new legal requirements. This enables you to choose how we communicate with you. Please contact us and let us know how you would like to receive communications from us.

You have the right to let us know at any time if you want to change how you hear from us or advise us if you no longer wish to receive any further communications from us. You can do this by calling our office on 01603 626123 or emailing publicity@matthewproject.org

We will confirm to you when we have removed your information via the method of communication you used to request it.

Images

Anyone who engages with our services, events and activities may have images taken of them whilst participating. When we take images, we will always advise you of this and give you an opportunity to opt out. We may use these photos in our marketing material.

We will only publish these photos with your consent. If you do not wish your photo to be used, please contact us. We will only publish photos of children and young people with parental consent.

Disclosure of your Information

We will keep your personal information confidential and will not disclose it to any third party without your consent, unless we are obliged to do so by law, or it is necessary to process information on your behalf. For example, providing details to process online donations.

Security

The personal data collected by TMP will be held securely either electronically or on paper.

TMP uses reasonable measures to safeguard your personally identifiable information. We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal data to only those staff who have a legitimate business need to have access to that data.

Due to the nature of servers and cloud-based storage all over the world, this may mean that, during the processing of your data, it leaves the European Economic Area (EEA). Although they may not be subject to the same data protection laws as in the UK, we will take steps to ensure they provide an adequate level of protection in accordance with UK data protection law. By submitting your personal information, you are agreeing to this potential transfer, storing, or processing at a location outside the EEA.

Data Retention

We will hold your data no longer than is necessary and in accordance with the law. At regular intervals, we will:

- Review the length of time we keep your personal data for.
- Consider the purpose or purposes for which we hold your personal data for in deciding whether (and for how long) to retain it.
- Securely delete information that is no longer needed for that purpose or those purposes.
- Update, archive or securely delete information if it goes out of date.

Cookies

TMP website uses cookies (small text files) to monitor browsing preferences to make a user's experience more efficient and to provide us with the basic visitor statistics for analysis. This will not contain any personal identifiable information.

We use Google Analytics cookies to collect anonymous traffic data, such as page visit information, where the visitors to the site have come from, and the browser and operating systems used. This information is stored by Google and subject to their privacy policy.

The site also makes use of session cookies. These cookies are necessary for site functionality and contain no personally identifiable information. They are deleted when the browser is closed.

For more information about cookies, including how to block or delete them, visit [AboutCookies.org](https://www.aboutcookies.org)

Third Party Websites

TMP website may include links to other external websites, eg. our Facebook and Twitter pages.

These links are provided for your convenience to provide further information. We are not responsible for these websites.

For third party sites, please make sure you read their privacy policies as our notice does not cover them.

Right of Access - Review and Correction

It is important to us that the personal data we hold about you is accurate and current. We will take all reasonable measures to ensure this but if there are any discrepancies in the details we hold, please let us know and we will correct them.

You have the right to ask for a copy of the information we hold about you.

If you want to access your information, send a description of the information you want to see and proof of your identity by post to The Matthew Project, 70-80 Oak Street, Norwich NR3 3AQ or email dataprotection@matthewproject.org. We will respond within one month.