

Young Roots Privacy Policy

When you use our website, you're trusting us with your information. We understand this is a big responsibility and work hard to protect your information and put you in control.

Young Roots is committed to ensuring that everyone who entrusts their personal information to us can have confidence that it will be collected, used and stored lawfully, responsibly and transparently.

The Data Protection Act 2018 (referred to here as GDPR) requires organisations like ours to make it as easy as possible for you and everyone who interacts with Young Roots in some way to understand how and why we collect and use your personal data, the lawful basis for doing so, and to know what your rights are.

Who we are

This privacy policy is written by Young Roots, referred to as "we" and "us" throughout this document. We are a registered charity (number 1139685) whose vision is to build a world where all young refugees and asylum seekers realise their rights and fulfil their potential. We do this by providing intensive casework support, youth and sporting activities, Advice & Support Hubs, and Youth leadership.

Our contact details are:

Cornerstone House, 14 Willis Road, Croydon, CR0 2XX

If you have any questions about your data, please contact us via

020 8684 9140

london@youngroots.org.uk

What information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Credit card information when making a donation
- Bank account details when setting up a direct debit
- Contact consented. whether you've agreed for us to reach out to you via email
- Taxpayer status for collecting Gift Aid

The information we collect depends on how you are engaging with us. For example, if you are making a donation and want to include Gift Aid, we need to collect your title and full postal address in order to provide that information to HMRC to process your Gift Aid. If you are signing up to our newsletter, we will store your consent, name and email address. If you are filling in our Volunteering Registration form, we will save your contact details and areas of interest.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You signed up to receive our emails
- You applied for a staff or volunteer opportunity with us
- You engage with us in a professional or commercial or other work capacity
- You made a donation to us, either by post, bank transfer, online (either directly or by using a third-party donation platform such as CAF or Just Giving), over the phone or via SMS. We also collect information about you when you make a donation to us through setting up a standing order or Direct Debit, or donating via payroll giving (Give As You Earn). The information we collect when you make a donation does not include credit card information.
- You agreed to or enquired about leaving a gift in your will
- You contacted us via phone or email and signed up to support our work by fundraising for us by taking part in challenge events or other means
- You reached out to us for any other reason

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

We also receive personal information indirectly, from the following sources in the following scenarios:

- JustGiving, an online portal and service for individual donors and people organising fundraising events for us. Click here to read [JustGiving's privacy policy](#). Charities Aid Foundation (CAF), an online portal for payroll giving, direct individual giving and corporate giving. Click here to read [CAF's privacy policy](#). Give As You Live, an online fundraising platform which enables people to raise funds for charity when they use it as a portal to other websites. Click here to read [Give as you Live's privacy policy](#). Big Give, an online portal for individual giving. Click here to read the [Big Give privacy policy](#). Donr, a text-giving platform. Click here to reach the [Donr's privacy policy](#)
- We compile reports of all donations received through these different mechanisms. If you choose to donate anonymously, we will not have any of your personal details. We will only know the date and amount of your donation. If you have donated through our website or another website, we may receive a personal identity number which would enable the other company to answer any particular questions about your gift.

We collect personal data to allow us to process:

- donations (including processing Gift Aid, where people have elected to contribute Gift Aid)
- information about fundraising events people are running or taking part in for us
- job and volunteer applications
- requests for our services
- information about our service users to get a better understanding of their experiences. This involves compiling statistics, undertaking research and communicating our work publicly using anonymous information from service users. We will never share anything that identifies any individual person without their permission.

We collect personal data so that we can contact:

- people who have opted-in to hear from us by email, post, phone or SMS (consent-based contact)
- people who have donated to us and should receive confirmation of their donation
- people who we are working with in our services (legitimate interest-based contact)
- people who have applied for job or volunteer positions with us (consent and 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 (consent and legitimate interest or contract-based contact)

Statistical Data

We collect statistical data about how you've engaged with us via our website, social media channels and email. This data is anonymised and accessed through Google Analytics and AdWords, Squarespace, Stripe, Facebook Insights, Twitter Analytics and YouTube Studio Analytics. We cannot identify you through this data.

We collect statistical information about how our website, social media and email updates are being used. This information helps us improve the services and information we offer you, by providing us with insights into what content, activities and communications styles are most popular or relevant to our supporters.

Survey and feedback data

We sometimes ask people to complete surveys find out more about their opinions on the work we're doing or issues related to our work. This includes feedback about services and training that we have provided.

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.

We may share this information with

- IT service providers who process our computer data for us (for example cloud storage) – these processors keep all data securely and cannot access it for their own use;
- Our regulators when we are required to by their official processes.
- Government and other official bodies where the law requires it (for example HM Revenue and Customs for Gift Aid donations);

We will **never** sell your data, and we will never share it with other organisations for the purposes of their own marketing. We are not involved in any data swapping schemes.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting london@youngroots.org.uk or visit our 'Contact Us' page on the Website
- b) We have a contractual obligation.
- c) We have a legal obligation.
- d) We have a vital interest.
- e) We need it to perform a public task.
- f) We have a legitimate interest.

How we store your personal information

Our data management takes all appropriate measures to keep your data safe electronically and (where relevant) to keep your data accurate and up to date.

On our website, all of our donations are managed through Stripe and Donorfy.

We do not keep the card payment details of any donations made via these platforms, SMS or via other third-party platforms such as Facebook Donate, Amazon Smile or Give As You Live.

Our website uses an encryption protocol that protects data while it is travelling from one server to another, and is regularly updated with the latest security upgrades. Any personal information is kept on secure cloud storage and backups provided by reputable companies and protected by data protection compliant contracts. Access is restricted to staff and where strictly appropriate, to specified volunteers and only where necessary.

Data is held within the UK or where necessary, due to reputable third-party IT suppliers, within the EU/EEA or in other countries such as the USA and protected by GDPR approved contract terms.

How long we store your personal information

We have specific criteria which determines how long we retain your information. This will vary according to legal bases under which we process it. For example, we are required to keep some personal information for tax or health and safety purposes, as well as keep a record of your interactions with us.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information, including notes made

Your right to rectification – You have the right to have inaccurate or incomplete information we hold about you rectified. If you believe the information, we hold about you is inaccurate or incomplete, please provide us with details and we will investigate and, where applicable, correct any inaccuracies.

Your right to erasure - You have the right to ask us to erase parts or all your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - If we are processing your personal information for direct marketing purposes, and you wish to object, we will stop processing your information for these purposes as soon as reasonably possible.

If we are processing your personal information based on our legitimate interests or for statistics, you have a right to object to our use of your information.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to exercise the rights of any of the above, please contact us at london@youngroots.org.uk with your request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at london@youngroots.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>