

## Privacy Policy

Storehouse (NI) is a Charitable Company limited by guarantee registered in Northern Ireland under Company No.NI 602795. Charity Registration No. XT24624

Storehouse (NI) obtains information about you in the course of the dealings it has with you. This privacy policy explains how we use any personal information we collect.

### What information do we collect about you?

The only information we hold about you is the information you provide and our own records about services we have delivered. The only information our website automatically records is users' IP address. We don't attempt to identify visitors to our website by linking with other data sources

### How will we use your information?

We only use your information for the purposes for which it was intended.

The following table outlines how your information will be used and if it will be shared with anyone. Information is only shared for the purposes for which it is intended and on a need to know basis.

YOUR RELATIONSHIP WITH STOREHOUSE	WHAT INFORMATION	PURPOSE OF COLLECTION	LAWFUL BASIS FOR PROCESSING	SHARED WITH
Potential or Existing Volunteer	<ul style="list-style-type: none"> <li>Name, Contact details, (Address, Phone, Email), DOB</li> <li>Financial Details (If Applicable)</li> <li>Drivers Licence (If Applicable)</li> </ul>	<ul style="list-style-type: none"> <li>Registration for volunteering with Storehouse</li> <li>Payment of Expenses (If applicable)</li> <li>Evidence to drive Storehouse vehicles (If applicable)</li> <li>Newsletters &amp; Invitations to future events</li> </ul>	<ul style="list-style-type: none"> <li>Legitimate Interest</li> <li>Consent</li> </ul>	<ul style="list-style-type: none"> <li>Relevant Staff &amp; Volunteer Supervisor within Storehouse</li> <li>Finance Officer (If applicable)</li> </ul>
Placement Volunteers	<ul style="list-style-type: none"> <li>Name, Contact Details (Address, Phone Number, Email Address) DOB, Gender</li> <li>Conditions of Placement (If applicable)</li> <li>CV Related Information</li> </ul>	<ul style="list-style-type: none"> <li>Registration for Placement with Storehouse</li> <li>Safeguarding/Risk Management</li> <li>Employment Support</li> </ul>	<ul style="list-style-type: none"> <li>Performance of Contract</li> <li>Performance of Contract</li> <li>Performance of Contract</li> </ul>	<ul style="list-style-type: none"> <li>Relevant Staff &amp; Volunteer Supervisors within Storehouse</li> </ul>
Employee	<ul style="list-style-type: none"> <li>Contact details</li> <li>HR record</li> <li>Finance Info</li> </ul>	<ul style="list-style-type: none"> <li>Fulfilment of Role</li> <li>Payment of Salary</li> </ul>	<ul style="list-style-type: none"> <li>Performance of contract</li> <li>Legal Obligation</li> </ul>	<ul style="list-style-type: none"> <li>HR</li> <li>Finance</li> <li>Payroll/pension provider</li> </ul>
Service User	<ul style="list-style-type: none"> <li>Name, Contact Details (Address, Phone Number) DOB, Nationality, Gender</li> <li>Information regarding current circumstances</li> </ul>	<ul style="list-style-type: none"> <li>Fulfilment of service provision</li> </ul>	<ul style="list-style-type: none"> <li>Legitimate Interest</li> </ul>	<ul style="list-style-type: none"> <li>Relevant Staff &amp; Volunteers within Storehouse</li> </ul>
Furniture Donor	<ul style="list-style-type: none"> <li>Name, Contact Details (Address, Phone Number)</li> </ul>	<ul style="list-style-type: none"> <li>Fulfil collection of donated furniture</li> </ul>	<ul style="list-style-type: none"> <li>Legitimate Interest</li> </ul>	<ul style="list-style-type: none"> <li>Relevant Volunteers &amp; staff within Storehouse</li> </ul>
Financial Contributors	<ul style="list-style-type: none"> <li>Name, Contact Details (Address, Phone Number)</li> <li>Email Address</li> <li>Financial Contributions Made</li> </ul>	<ul style="list-style-type: none"> <li>Processing of Gift Aid</li> <li>Newsletters</li> <li>Budgeting</li> </ul>	<ul style="list-style-type: none"> <li>Legal Obligation</li> <li>Consent</li> </ul>	<ul style="list-style-type: none"> <li>Gift Aid Governing Bodies</li> </ul>
Board of Trustees	<ul style="list-style-type: none"> <li>Name, contact details</li> </ul>	<ul style="list-style-type: none"> <li>Communication regarding meetings, governance matters</li> </ul>	<ul style="list-style-type: none"> <li>Legal obligation</li> </ul>	<ul style="list-style-type: none"> <li>Relevant Staff at Storehouse</li> </ul>
Visitors to Website	<ul style="list-style-type: none"> <li>IP Address</li> </ul>	<ul style="list-style-type: none"> <li>Analysis of usage</li> </ul>	<ul style="list-style-type: none"> <li>Legitimate Interest</li> </ul>	<ul style="list-style-type: none"> <li>Not Shared</li> </ul>

If you are not included in any of the above categories and would like to know more about what we do with your data, please contact the Data Protection Officer who will advise (contact details below).

### How do we store your information?

We store all your information securely using ChurchSuite or our own internal database, we restrict access to only those who need it and we train our staff in handling information securely. Your information will only be retained for as long as necessary. Your information will normally be deleted or destroyed within 3 years after the end of your relationship with us, or 7 years in the case of financial records.

## Marketing

We will not pass your information on to a third party for marketing purposes. Whenever we collect information which may be used for marketing, we will inform you and you will have the opportunity to opt in or out. At any time, you have the right to stop us from contacting you for marketing purposes; you can do this by email or post (see contact details below).

## Access to your information

The General Data Protection Regulation provides the following rights to you:

- **The right to be informed** about the processing of your personal information
- **The right to have your personal information corrected** if it is inaccurate and to have incomplete personal information completed
- **The right to object** to processing of your personal information
- **The right to restrict processing** of your personal information
- **The right to have your personal information erased** (the “right to be forgotten”)
- **The right to request access** to your personal information and to obtain information about how we process it
- **The right to move, copy or transfer** your personal information (“data portability”)
- **Rights in relation to automated decision-making** which has a legal effect or otherwise significantly affects you

You have the right to request a copy of the information that we hold about you. To request a copy of the information we hold about you, you can email [info@storehousebelfast.com](mailto:info@storehousebelfast.com) or write to the Data Protection Officer at the address below.

We will require proof of your identity before the information can be given. There is no charge for this service. We aim to reply as promptly as possible within one month of the request. Some more complicated requests may take longer; you will be advised if this is the case. Requests which are unfounded, excessive or unreasonable may be refused and you will be advised if this is the case.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

We are committed to upholding your rights. You can contact us for further clarification or any concerns you have regarding your personal data that we hold by contacting the Data Protection Officer [using the details below](#). Please note that the exercise of your rights are dependent on the lawful basis that has been used for each processing activity.

You also have the right to lodge a complaint with the Information Commissioner’s Office which enforces data protection laws: <https://ico.org.uk/concerns>

## How to complain about our handling of your information

If you are not happy with the way we have handled your information, you have the right to complain to the Information Commissioner’s Office (ICO). Information about how to make a complaint can be found at [www.ico.org.uk](http://www.ico.org.uk).

## Cookies

Storehouse uses Google Analytics to improve your experience when using our website. By continuing to browse this site, we presume that you agree to their use. <https://support.google.com/analytics/answer/6004245>

## Other websites

Our website may contain links to other websites of interest. This privacy policy only applies to this website, so when you click on a link to another website, you should be aware of their own privacy policies.

## Changes to our policy

We keep our privacy policy under regular review and any changes to the policy will be updated on this web page. The privacy policy was last updated May 2018.

**Contact us**

If you have any questions about our privacy policy or the information we hold about you, please contact us by:

**Email:** [info@storehousebelfast.com](mailto:info@storehousebelfast.com)

**Telephone:** 028 90236333

**Post:** Data Protection Officer  
Storehouse Centre  
39 North Street  
Belfast  
BT1 1NA