

Privacy Notice	
Version no:	1
Approval date:	10 December 2024
Review date:	10 December 2025
Who is covered by this policy?	All individuals who interact with us, including donors, beneficiaries, volunteers, grant applicants, and other supporters.
What is covered in this policy?	OneRichmond ("we", "our", "us") is committed to protecting and respecting your privacy. This privacy notice explains how we collect, use, and store your personal data, as well as your rights regarding the information we hold about you.
Purpose	The purpose of this notice is to ensure you know how we use your data and that we appropriately manage it under appropriate legislation.

1. Who we are

OneRichmond is a registered charity in the UK (Charity Number 1208029), with the vision for a connected and engaged Richmond, where everyone has the opportunity to thrive. For any questions regarding this privacy notice or our data practices, please contact us at:

- In writing to: Vestry House, 21 Paradise Road, Richmond, TW9 1SA
- Email: hello@onerichmond.org.uk
- Phone: 020 3747 9357

2. What personal data we collect

We may collect and process the following types of personal data:

- **Contact information:** Name, address, email address, phone number.
- **Financial information:** Bank account details, donation history, payment information.
- **Identification information:** Date of birth, national insurance number, and other relevant identifiers.
- **Grant application data:** Information provided during the grant application process, including project details and financial information.
- **Health information:** Where necessary, such as when applying for grants or participating in specific programmes.
- **Communication preferences:** Your preferences regarding how you wish to be contacted by us.
- **Event participation:** Details of events you have attended or are interested in attending.
- **Volunteering information:** Your involvement with our volunteering activities.

3. How we collect your personal data

We collect personal data in the following ways:

- **Direct interactions:** When you contact us, make a donation, apply for a grant, volunteer, or participate in our events.
- **Third parties:** We may receive information about you from third parties, such as fundraising platforms, social media, or grant application portals.

- **Publicly available sources:** We may collect information from publicly available sources for fundraising purposes, such as information available on your public social media profiles.

4. How we use your personal data

We use your personal data for the following purposes:

- **To manage donations:** Processing your donations, issuing receipts, and keeping you informed about the impact of your support.
- **To communicate with you:** Providing information about our work, events, fundraising campaigns, and opportunities to get involved.
- **To process grant applications:** Assessing your eligibility for grants, managing the grant application process, and monitoring grant usage.
- **To fulfil legal obligations:** Complying with legal obligations, such as financial reporting and safeguarding requirements.
- **To manage relationships:** Maintaining relationships with supporters, beneficiaries, volunteers, and other stakeholders.
- **To improve our services:** Understanding how you interact with us to improve our services and communications.

5. Legal basis for processing your data

We rely on the following legal bases to process your personal data:

- **Consent:** Where you have provided explicit consent for specific purposes, such as receiving marketing communications.
- **Contractual necessity:** When processing is necessary for the performance of a contract with you, such as processing donations or managing grants.
- **Legal obligation:** When we need to comply with a legal obligation, such as financial reporting.
- **Legitimate interests:** Where processing is necessary for our legitimate interests, such as fundraising, provided that your rights do not override these interests.

6. Data sharing

We may share your personal data with:

- **Service providers:** Third-party service providers who assist us in our operations, such as payment processors, IT services, and marketing platforms.
- **Grant evaluators:** External evaluators or partners involved in the grant-giving process.
- **Legal and regulatory authorities:** Where required by law, we may share your data with regulatory bodies, law enforcement agencies, or other authorities.
- **Partners:** In specific circumstances, we may share data with other organisations we collaborate with for joint projects, provided appropriate agreements are in place.

We do not sell or trade your personal data with third parties.

7. Data retention

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal obligations. Specific retention periods include:

- Donor data: Retained for seven years for accounting and tax purposes.
- Grant application data: Retained for the duration of the grant and for seven years thereafter for auditing and reporting purposes.

- Volunteer data: Retained for the duration of your involvement with us and seven years thereafter.

After these periods, data will be securely deleted or anonymised.

8. Your rights

You have the following rights regarding your personal data:

- **Right to be informed:** this privacy notice forms part of your right to be informed about the collection use of your data.
- **Right to access:** You can request a copy of the personal data we hold about you.
- **Right to rectification:** You can ask us to correct any inaccuracies in your personal data.
- **Right to erasure:** You can request that we delete your personal data, subject to certain conditions.
- **Right to restrict processing:** You can ask us to restrict the processing of your data under certain circumstances.
- **Right to data portability:** You can request to receive your personal data in a structured, commonly used format and have it transferred to another data controller.
- **Right to object:** You can object to the processing of your data for direct marketing or based on legitimate interests.
- **Rights related to automated decision making and profiling:** you have the right not to be subject to decisions made solely by automated means, including profiling, which produce legal effects or significantly affect you, and you can request human intervention, express your views, or contest the decision

To exercise any of these rights, please contact us using the details provided above.

9. Data security

We take data security seriously and implement appropriate technical and organisational measures to protect your personal data from unauthorised access, alteration, disclosure, or destruction. These measures include encryption, secure storage, and access controls.

10. International Transfers

If we transfer your personal data outside the UK or European Economic Area (EEA), we will ensure that appropriate safeguards are in place to protect your rights, in compliance with data protection laws.

11. Updates to This Privacy Notice

We may update this privacy notice from time to time to reflect changes in our practices or legal requirements. The latest version will always be available on our website.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk.

Approved by the Board of OneRichmond on 10 December 2024.