



Privacy Statement - Aid Box Community

We regularly update this notice. This privacy statement was last updated on **4.10.23**

For more information on our Privacy Policy and data storage please send data requests to:

174b Cheltenham Rd, Montpelier, Bristol BS6 5RE

Or clare@aidboxcommunity.co.uk

Collecting Your information

This privacy statement tells you what will happen to any personal information collected by Aid Box Community. This applies to information we collect from:

- Event sign-up sheets
- Forms on our website
- E-mail
- Subscribe Button
- Personal Contact
- Cross-organisation referral
- Projects and research data
- Our database

What We Do with Your data

- We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.
- We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those who need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.
- We may take secure backups of this data and store these on a server. The data provided will only be kept for as long as it is necessary to carry out the functions it is needed for, then it will be destroyed securely.
- We keep your data under the lawful basis of your consent and you have the right to request to be forgotten at any time and your data will be deleted
- Please see specific data processing and storage details below:
- ***Volunteers and supporters:*** Your data will be used to contact you individually with information during the volunteer application process. In the longer term this information will be stored for 3 years after you finish volunteering with ABC.
- We will not store the personal information of any person who does not attend a volunteer induction within 6 months of registering their interest. All information is stored electronically and is systematically cleared if unnecessary to support the volunteer.

- **Service Users:** We will use your information to provide our services to you and to decide whether referral to other services is useful for you. Your information will be held securely within Aid Box Community and will only be accessible to staff and certain volunteers.
- We can only share your data with other organisations if you have given us your permission and will only do so if it is necessary to provide our service to you. Aid Box Community will not let other people see your data without your consent, unless we are required to by law or if there is a risk of serious harm or threat to life.
- **Newsletters:** All volunteers and supporters will receive a regular newsletter with updates about the charitable work we do at Aid Box Community. This newsletter will be sent via Mailchimp and if you wish to unsubscribe from these updates, please use the unsubscribe button at the end of the e-mail newsletter.

Access To Your Information

- You have the right to request a copy of all the information that we hold about you. If you would like a copy of some or all your personal information, please contact Aid Box Community at:
 - 174b Cheltenham Rd, Montpelier, Bristol BS6 5RE
 - or clare@aidboxcommunity.co.uk (Data Processing Officer)
- You can ask us to change anything that is wrong, and you can ask us to delete some or all your information at any time (although this may prevent us from providing our services to you).
- You have the right to make a complaint, please see our Complaints Policy here [Policy 0015 Complaints and Whistleblowing Policy.pdf](#)