

# Privacy Policy

Adenydd is committed to protecting your personal data. We will only send you information if we have your consent and we will never sell or share your information to marketing companies. This Privacy Policy tells you how we collect and store your data, why we need it and what we do with it.

If you have any questions regarding our Privacy Policy, the information you receive or the information we process and store, please contact:

The Data Controller, Adenydd, 20 Highpool Lane, Newton, Swansea, SA3 4TX

Email: [CEO@adenydd.org](mailto:CEO@adenydd.org)

Phone: 07897 211 216

## Who are we?

Adenydd is a charity that works with children, young people and their families and also the professionals and services supporting them. Adenydd is a Charitable Incorporated Organisation and registered with the Charity Commission (number 1182052).

## What information do we need?

Gela Griffiths is the Data Controller for Adenydd in respect of the personal information that we hold about you. This means that Adenydd is responsible for keeping your personal information secure at all times and where applicable, will only use it in a way that you have agreed to.

We will only normally collect basic personal data, which may include your name, address, phone number, email, organisation or areas of work. This information ensures that we can fulfil our charitable objects. If you have enrolled on one of our training courses, we will also need notification of any additional needs.

Occasionally, we may state that general photographs are taken at our event or we may ask for your permission to take or use a specific photograph of you in order to promote our work or initiatives.

If you are under 18 years old, sometimes we may need to ask for your date of birth. We do this to make sure that we have the right permissions to work with you. In some circumstances we may ask for other information, such as if you or your child have any disabilities. This is to ensure that we provide our services and information in a way that is right for your needs.

If we are providing therapeutic interventions we may need additional information about you and/or your child/ren such as copies of assessments or reports. In these circumstances, this information is classed as 'Special Category' and we will only process this information when you have provided your explicit consent for us to do so. We will always process this information securely.

## Why is Adenydd allowed to process your personal information?

Under the General Data Protection Regulation 2018, Adenydd is a data controller because we collect and process personal information. We are allowed to do this as long as we have a valid, lawful reason for doing so.

The following indicates which legal bases we are relying on to process your personal information:

**When you attend a conference, seminar, workshop, event or training course we will process your personal data to:**

- Provide you with confirmation of your booking, venue details, access arrangements and where payment has been made, to process and record this payment. This processing is necessary for the performance of the contract between us.
- Send you an evaluation or feedback form to complete and return. This is in our legitimate interests to assess the effectiveness and suitability of our events and to improve our services.
- Promote our events using photographs. At our conferences, seminars, workshops and training courses, photographs may be taken. These photos will only be used to report on and share previous events and to promote similar, future events. This processing is in our legitimate interests to share information about events and promote future events within relevant professional sectors.
- Provide you with information on similar events that we may run in the future. We will only do this where you have previously told us that you wish to receive information. In this case, we will rely on your consent to legally process your personal data.

**If you receive direct marketing on training courses, conferences, seminars, workshops and other Adenydd events, we will process your personal data to:**

- Provide you with information about future events. We aim to ensure that the information we send to you is of interest and relevant to your work. We will only send you direct marketing when you have previously consented to receive it. You can withdraw your consent at anytime. We will rely on your consent to legally process your personal data.

**When you commission Adenydd for training, consultancy, project delivery and other short term pieces of work, we will process your personal data to:**

- Allow us to perform the commission and provide you with further specific details regarding the commissioned work, including reports, updates, statistics and for the purpose of processing payments. This will be necessary for the performance of the commissioned contract between us.

**When you engage or work with Adenydd, we will process your personal data to:**

- Identify the different sectors and organisations we work with. This information is used for reporting purposes, such as our annual and funders' reports and is anonymised before publication. It is in our legitimate interests to assess and report on the reach of our work. We will not send you direct marketing as a result of your engagement with us unless you have specifically given your consent for us to do so.
- Identify language choice, access requirements and additional needs. This information is used to ensure that our engagement is in accordance with identified needs. It is in our legitimate interests to identify the needs of those we work with to enable us to engage appropriately.
- Identify language choice, access requirements and additional needs for the purpose of reporting to our funders. All information is anonymised and presented in statistical format. It is in our legitimate interests to collate this information as a requirement of our funders who use this to identify organisational reach and need.

**When you join one of our networks or a network facilitated by Adenydd, we will process your personal data to:**

- Provide you with information regarding arrangements for meetings, agendas, papers and other relevant information relating to the network. It is in our legitimate interests

to ensure that members of the network receive relevant information to pursue the aims of the network.

### **When you apply for a position (paid or voluntary) at Adenydd, we will process your personal data to:**

- Provide you with information relating to the position, assess your suitability for the position and where applicable, inform you of the next stages of the selection process. This information will be held securely by Adenydd. Our application packs contain more detailed information on what information we process and how long we keep this information for. It is in our legitimate interests to process this data as part of our recruitment process.

### **How do we get your personal information?**

We only collect personal information that you have specifically given to us. This may happen when you ask to receive information, sit on one of our networks, or attend or register for training and events.

### **What do we do with your information?**

Your information is processed at Adenydd's office in Swansea. We will only use your information in the way that you have agreed to. For example, if you have asked to receive information about events, we will only send you information about events.

We make sure that your information is handled and stored securely in line with our Data Protection policy, and we regularly review our procedures. We will not use your information to carry out automated decision making in relation to you.

### **What type of information do we send out?**

Adenydd offers a variety of services and information and as long as we have your consent, we may provide information on:

- Conferences
- Events
- Networks
- Projects
- Topic specific areas of work
- Tools and Resources

### **How long do we keep your information?**

If you have paid for services or paid to attend training or an event, we have to keep your details for financial audit purposes for a period of 12 months after your booking. After this time, all financial and personal details will be securely destroyed. However, if you have given your consent to receiving marketing and other information, only your financial details will be destroyed and you will still receive information about our services. In these circumstances, we will keep your information until you ask us not to or our purpose for keeping this information changes.

If we need to gain permission to take and use specific photos of you, we will only keep the photographs for 2 years. After this time, they will be securely destroyed. All other general group photos taken at our events may be used for a period of 2 years. After this time, we will no longer use them and they will be securely destroyed.

### **Will we share your information with anyone else?**

We never sell or share your information to external marketing companies.

Adenydd is committed to keeping your personal information secure. Should we need to destroy confidential, personal printed information, we do this securely.

If a disclosure of child abuse is made, Adenydd will pass on personal information to the appropriate organisation, which may include the Police or Social Services.

## Financial transactions

As payments for training courses and conferences are made to Adenydd via BACS (Bankers' Automated Clearing Services), we do not collect or store card details.

## Donations

If you make a financial donation to Adenydd, we will only process your personal information in order to administer your donation. We will not contact you unless you have asked us to and we will never share or sell your personal or donation information.

For audit purposes, we will keep your donation information for 12 months. If, after this time, you have no further involvement with Adenydd, we will safely delete your personal information.

## What are your rights?

You have a number of different rights relating to our use of your personal information. The law relating to when these rights apply, the exceptions to your rights and our obligations are complicated. To view additional information about your rights, please visit the [Information Commissioners Office](#) (ICO).

In general:

- You have the right of access to your personal data
- You have the right to have personal data rectified
- You have the right to be forgotten
- You have the right to data portability
- You have the right to object
- You have the right to restrict processing
- You have the right to withdraw consent

## General points about your rights

- You can make a request to us to exercise any of the rights summarised above. Please see contact details at the top of the page.
- Adenydd may have the right to refuse to comply with your request. If this is the case, we will contact you and explain our reasons.
- Adenydd will not charge you for exercising your rights.

If you wish to raise a complaint about how we have handled your personal data please see our Complaints Procedure. If you are not happy with our response or believe we are not processing your personal data within the law, you can complain to the Information Commissioner's Office (ICO).

## Notification of Changes

If we make substantial changes to our Privacy Policy or decide to use your personal information in a different manner, we will contact you directly so that you can choose whether we can use your information in this new manner. You will always have an informed choice about how we use your personal information.