

## Our obligations to you

The Rendezvous is a charity that works with young people (13-25). We take your privacy seriously and strive to comply with the new 2018 General Data Protection Regulations. As such this policy will continue to be modified as the Information Commissioners Office (ICO) update their rules and best practice. In addition to this policy, the Rendezvous has produced a Supplementary Privacy Notice for Young People available on the Rendezvous' website.

## The information we collect

We may collect and use the following kinds of personal information:

- Information that you provide including your name, email address, organisation name and telephone number for the purpose of requesting further information or engaging with our service
- Information that you provide to make a donation, including your name, address, email address, bank account details and records of your donations
- Photographs, video, audio records

## Why we collect and keep your information

There are several reasons why we may need to store this information. These include

- The performance of a contract or to take steps to enter into a contract
- The purposes of legitimate interest by our organisation or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject
- Marketing purposes including information about activities and events but only where express permission has been given to do so

## Keeping your details secure

- We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.
- We will take reasonable technical and organisational precautions to store, process and transport all personal information you provide in a secure manner.
- Personal data will be kept on a secure database or computer network system or in the case of paper documents, in a locked cupboard.

## How long we store your records for

- We will endeavour to keep data only for as long as we need it. This means that we will delete it when it is no longer needed or if you ask us to.
- We will keep some records permanently if we are legally required to do so and may keep some records for an extended period of time to follow best practise. For example, it is currently best practice to keep employment records for 5 years and financial records for a minimum of 6 years.

## Sharing information

- Your personal data is only accessible to those who need to see or use it.
- We will never share information with a third party without your knowledge and consent unless there is a legal obligation for us to share such data.

## Your rights

You have the right to withdraw permission for us to hold your personal data at any time and can do this by contacting the the centre by telephone, email ([office@therendezvous.org.uk](mailto:office@therendezvous.org.uk)) or post. We will then delete your data records unless there is a legal reason that prevents this. We may need to verify your identify for your security and will respond within one month. If you have any complaints about the way we hold your data please let us know by contacting us directly or you may lodge a complaint with the Information Commissioner's office.