

WITH ONE VOICE PRIVACY POLICY – DRAFT

1. About this privacy policy

This Privacy Policy applies to information With One Voices collects about individuals who interact with our organisation. It explains what personal information we collect and how we use it.

If you have any comments or questions about this notice, or about how we collect and use your data, please feel free to email us - matt@with-one-voice.com

This notice was last updated on 18th June 2020.

2. Who we are

With One Voice is a new international movement that works to strengthen the arts and homelessness sector worldwide, through national and international exchanges in practice and policy.

We work with the international homelessness community to bring positive change to people, projects and policy using arts and creativity.

We do this through organising annual exchanges and events, as well as running an ART (Advocacy, Research and Training) Laboratory, which is a place to help the sector make the case for its work; produce research and resources; explore new models and ways of working; and to support projects and people working in this field.

With One Voice is the controller for the personal information we process, unless otherwise stated.

- Our office address is 3, Rufus Street, London N1 6PE
- Our phone number is +44 (0)207 012 1409 and our main email address is matt@with-one-voice.com
- Our charity registration number is 1183955 and our company number is 11768366.

3. Personal data that we process

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You are a delegate or attendee at one of our exchanges or events
- You engage with us as a professional or business
- You help fund our activities as an individual or part of an organisation
- You visit our website and/or engage with us on social media
- You have subscribed to our newsletter

- You have applied to work or volunteer with us

The following table shows the types of data we might collect and the legal basis, under current data protection legislation, on which this data is processed.

Purpose	Data (key elements)	Basis
Enquiring about our organisation and its work	Name, email, message	Legitimate interest - it is necessary for us to read and store your message so that we can respond in the way that you would expect.
Subscribing to email updates about our work	Name, email	Consent - you have given your active consent.
Making a donation	Name, email, address, payment information	Legitimate interest - this information is necessary for us to fulfil your intention of donating money and your expectation of receiving a confirmation message.
Website visits	Website activity collected through cookies	Legitimate interest - it is necessary for us to store a small amount of information, usually through cookies, to deliver functionality that you would expect.
Working with us as a professional or business	Name, email, address, bank details	Contract – processing your data is necessary for us to establish and/or meet the obligations of a contract with you.
Participation in our activities (events/exchanges/consultations)	Name, email, contact number, payment information	Legitimate interest – we need to store and process your information in order to facilitate your participation and keep you informed about the relevant activities.

4. How we use your data

We will only use your data in a manner that is appropriate considering the basis on which that data was collected, as set out in the above table.

For example, we may use your personal information to:

- reply to enquiries you send to us;
- handle donations or other transactions that you initiate;
- where you have specifically agreed to this, send you marketing communications by email relating to our work which we think may be of interest to you.

5. When we share your data

We will only pass your data to third parties in the following circumstances:

- you have provided your explicit consent for us to pass data to a named third party – for example, a partner organisation with whom we are delivering an activity/event;
- we are using a third party purely for the purposes of processing data on our behalf – for example, our email and website providers. We will ensure any third-party processors are compliant with the General Data Protection Regulation in their handling of your data and that your personal information is securely retained for an appropriate period;
- we are required by law to share your data – for example, under a court order.

In addition, we will only pass data to third parties outside of the EU where appropriate safeguards are in place as defined by Article 46 of the General Data Protection Regulation.

We will not share your information with any third parties for the purposes of direct marketing.

6. How long we keep your data

We take the principles of data minimisation and removal seriously and have internal processes in place to ensure that we only ever ask for the minimum amount of data for the associated purpose.

We will only hold your personal data for as long as it is strictly necessary to carry out our activities, or as long as we are required to do so by law. We will regularly review the personal data that we hold to ensure that it is still relevant and necessary.

Where data is collected on the basis of consent, we will seek renewal of consent at least every three years.

7. Your data protection rights

Under data protection law, you have a range of rights over your personal data. The rights available to you depend on our reason for processing your information.

7.1. Right of access

You can request copies of your personal information from us at any time. There are some circumstances in which you may not receive all the information we process.

You can read more here - <https://ico.org.uk/your-data-matters/your-right-of-access>.

7.2. Right to rectification

You can request correction of any data we have that you believe is inaccurate or incomplete. You can read more here - <https://ico.org.uk/your-data-matters/your-right-to-get-your-data-corrected>.

7.3. Right to erasure

You can request that we erase your personal information in certain circumstances.

You can read more here - <https://ico.org.uk/your-data-matters/your-right-to-get-your-data-deleted>.

7.4. Right to restriction of processing

You can request that we restrict the processing of your information in certain

circumstances. You can read more here - <https://ico.org.uk/your-data-matters/your-right-to-limit-how-organisations-use-your-data>.

7.5 Right to object

You can object to our processing of your information in certain circumstances. You

can read more here - <https://ico.org.uk/your-data-matters/the-right-to-object-to-the-use-of-your-data>.

7.6. Right to data portability

You can request that we transfer the information you gave us from one organisation to another, or that we give it to you. This only applies if we are processing information based on your consent or if we are under, or in talks about entering into, a contract and the processing is automated. You can read more here -

<https://ico.org.uk/your-data-matters/your-right-to-data-portability>.

We will respond to any data processing request in a timely manner. Please contact us by email or by post if you wish to make a request.

A full summary of your legal rights over your data can be found on the Information Commissioner's website here: <https://ico.org.uk/>

8. Website, social media & email

8.1 Website; cookies & usage tracking

With One Voice operates the website www.with-one-voice.com.

The website uses cookies to optimise the experience of users. A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites and can do a number of things, e.g.

remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website.

Where cookies are used to collect personal data, we list these purposes in section 3 above, along with other personal data that we collect. We also use Google Analytics to collect anonymous information about how people use our website. Google Analytics generates statistical and other information about website usage by means of cookies, which are stored on users' computers. The information collected by Google Analytics about usage of our website is not personally identifiable. The data is collected anonymously, stored by Google and used by us to create reports about website usage. Google's privacy policy is available at <http://www.google.com/privacypolicy.html>.

8.2 Social Media

With One Voice operates accounts on Facebook, Twitter, Instagram, YouTube and LinkedIn. You can read more about how these services handle personal information here:

- https://www.facebook.com/full_data_use_policy
- <https://twitter.com/en/privacy>
- <https://help.instagram.com/155833707900388>
- https://www.youtube.com/static?template=privacy_guidelines
- <https://www.linkedin.com/legal/privacy-policy>

Authorised With One Voice staff have access to certain personal data of people that engage with us on these social media sites, through a link to their personal profiles. How much personal data is visible in these personal profiles will depend on the nature of the social media site itself and on the privacy settings that the person has selected.

With One Voice will never collect any personal information from these profiles, nor will it allow unauthorised staff members to have access to these personal profiles through company accounts.

Authorised staff members might respond to private messages received via these social media sites, and for safeguarding purposes might choose to keep records of any private communication through these sites. The content of these messages will not be shared with third parties, except if we are required by law to do so.

Authorised staff members have access to insights and analytics from the social media sites that it engages with. This is anonymised data that will allow us to measure engagement and social media campaign results, and to identify trends. Anonymised data is not covered by the General Data Protection Regulation.

8.3 Email

Emails sent to or from @with-one-voice.com accounts are stored in servers run by Microsoft. These servers are based within the European Union. You can read Microsoft's privacy policy at <https://privacy.microsoft.com/en-gb/privacystatement>.

With One Voice's email accounts are managed by Premier Choice Internet, a company based in the United Kingdom. You can read Premier Choice Internet's privacy policy at <https://www.premierchoiceinternet.com/privacy-policy>.

With One Voice does not use its email server to send mass emails, but during its email interactions with individuals, With One Voice staff might give them the opportunity to sign up to further electronic communications by signposting them to the relevant subscription links.

With One Voice uses MailChimp to send mass emails, including direct marketing communications such as our newsletter. MailChimp stores information within the European Union and the United States and is compliant with all requirements under the General Data Protection Regulation. You can read more about MailChimp's privacy policy at <https://mailchimp.com/legal/privacy/>.

9. Links to other websites

Where we provide links to websites of other organisations, this privacy notice does not cover how that organisation processes personal information. We encourage you to read the privacy notices on the other websites you visit.

10. Your right to complain

With One Voice will do everything within its reach to ensure your personal data is safe. If you have queries or concerns, please contact us at matt@with-one-voice.com and we'll respond. If you remain dissatisfied, you can make a complaint about the way we process your personal information to the Information Commissioner's Office at <https://ico.org.uk/make-a-complaint>.

11. Modifications

We may modify this Privacy Policy from time to time and will publish the most current version on our website. If a modification meaningfully reduces your rights, we'll notify people whose personal data we hold and is affected.