



## NUJ Extra Charity - PRIVACY POLICY

**NUJ Extra** is committed to protecting the privacy of our beneficiaries and supporters. Every reasonable effort is taken to ensure that your information is kept secure and up-to-date. The following is the charity's policy for the collection and use of your personal data whether over the phone, face-to-face or in writing.

This policy reflects our duties under the General Data Protection Regulation 2016 (GDPR), the Data Protection Act (1998 and 2018) and all applicable Privacy and Electronic Communication Regulations. It describes how we keep your personal data secure, how we use it fairly, make sure it is accurate and uphold your rights as a data subject.

This policy does not apply to other organisations to which we may link and whose privacy policies may differ.

Please read the following policy to understand how your personal information will be treated. It may change from time to time, so please check back periodically. It was last updated in July 2020.




### Who we are:

NUJ Extra is the data controller for the information you provide the charity in order for us to help you. Our address is:

Headland House  
72 Acton Street  
London  
WC1X 9NB

NUJ Extra's Data Protection Officer – Chair of NUJ Extra, Chris Wheal and can be contacted at [DPOextra@nuj.org.uk](mailto:DPOextra@nuj.org.uk) .

### How NUJ Extra uses your personal data

-  Your personal information, as collected from the application form and supplementary information is only used to assist the trustees in making on your case and for staff to execute that decision.
-  Your personal information is only seen by those who need it to do their jobs.
-  We will only disclose data to others, such as another Charity, when we have your consent or when we are obliged to disclose personal data by law, or as expressly permitted under the GDPR (through contract; legal obligation, vital

interests; public task; or legitimate interests). When you have given your consent, you can withdraw it at any time by contacting us.

- ♥ We will keep your information up to date. Inaccurate or misleading data will be corrected as soon as possible.
- ♥ Personal information is retained only for as long as it is required for the purpose collected; normally, this will be for a maximum of ten years if we do not hear from you during this time. Unless there is a legal requirement to do otherwise, we will take steps remove your information from our records after five years.
- ♥ Your information will be protected from unauthorised or accidental disclosure and processed in an appropriate manner to maintain its integrity and confidentiality.
- ♥ We may also use your information to pursue our legitimate interests as a charity, such as:
  - ♥ statistical and monitoring purposes;
  - ♥ Contacting you about NUJ Extra and its activities;
  - ♥ Contacting a welfare officer;
  - ♥ Acting in accordance with the NUJ Extra guidelines;
  - ♥ Handling donation or other transactions that you initiate.

These principles apply whether we hold your information on paper or in electronic form.

### **Why do we collect this information?**

We collect this information for the purpose of promoting the aims of the Charity and communicating effectively and appropriately with our supporters and providing support to our beneficiaries. The lawful basis for which we process your information is:

- ♥ your consent, given when you complete the application form for assistance;
- ♥ processing is necessary for the performance of a contract to which you are a party. If you fail to provide this information, we may be unable to perform the contract;
- ♥ processing is necessary for compliance with our legal obligations;
- ♥ processing is necessary to protect your interests or those of another person;
- ♥ processing is necessary for the purpose of the legitimate interest pursued by us or a third party, except where your rights as a data subject override our legitimate interest. The legitimate interest we rely upon is subject to an assessment based on the specific context and circumstances.

### **How do we use this information?**

We will use the information you provide in one or more of the ways set out below:

- ♥ Processing your application;
- ♥ Holding your data on our beneficiary database;
- ♥ Administering and determining your eligibility for benefits;
- ♥ Ensuring we pass accurate data to any named third party that requires it with your explicit consent;

- ♥ promoting the aims of NUJ Extra Charity;
- ♥ providing and personalising our services to beneficiaries;
- ♥ communicating with our supporters;
- ♥ dealing with your enquiries and requests;
- ♥ recording any contact with you;
- ♥ providing you with information in which you have indicated an interest, for example information about our campaigns, volunteering, fundraising and trading activities and how you can donate to us.
- ♥ personalising the way our website is presented when users visit it, to make improvements to our website and to ensure we provide the best service for users;
- ♥ claiming Gift Aid on your donations – use CAFdonate to do this on our behalf;
- ♥ Equality monitoring.

### **Accessing your personal data within NUJ Extra**

Some of your personal data will be made available to the Administrator, Trustees, NUJ's staff, branch officials, welfare officers and others formally instructed by NUJ Extra for the purposes of carrying out the Charity's duties.

The type of personal data shared will be relevant to the purpose for which the data is used so, for example, unless you have expressly asked us not to, welfare officers will be given your details.

The personal information we collect might include name, date of birth, email address, postal address, telephone number, details about household income and expenditure, debts, whether you are claiming benefits and sought any help from other organisations.

### **Data security**

NUJ Extra uses industry standard efforts to safeguard the confidentiality of your personally identifiable information, such as firewalls and SSL (secure socket layers). We make every effort to protect against the loss, misuse and alteration of information under our control. However, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet. NUJ Extra uses Glasscubes for case management, secure document storage and trustee access.

We do not sell personal details to other charities or other third parties.

### **Sharing your personal data with third parties**

By third parties, we mean organisations that are not NUJ Extra or NUJ.

We share your information with third parties such as:

- ♥ Charities that may be able to joint fund a grant;
- ♥ The NUJ;
- ♥ Other organisations that may be able to assist;
- ♥ Legal advice through Thompsons solicitors.

When we share your data, we only share the minimum required (for example if the purpose is for the branch welfare officer to contact you, we wouldn't share your private address because they don't need it, only your email address and telephone number) and with your explicit consent. We also ensure that processes are in place so that data is always transferred to third parties securely. You are in control of what consent you give us with regards to sharing data. You can withdraw your consent at any time by contacting the administrator at [extra@nuj.org.uk](mailto:extra@nuj.org.uk).

We very occasionally share personal data with organisations working to detect or prevent crime, such as the police if required by law.

### **Transfers overseas and safeguards**

We do not routinely transfer your data outside of the UK. Where it is necessary, we ensure appropriate data protection measures (as applicable under UK law) are in place.

### **Retention of data**

Retention means how long we keep your data for. We do this in accordance with NUJ's data retention policy. This includes:

- ♥ Correspondence & statements such as bills, bank statements etc will be retained whilst case is active and then deleted.
- ♥ Case files – retained for ten years after the case is closed, then securely destroyed.

### **How long we keep your data**

We take the principles of data minimisation and removal seriously. We normally delete your data ten years after your case ceases to be active as this is considered sufficient time to protect your rights. However, we will delete data sooner at your request although you should be aware that this might delay responding to any further call for assistance as a new case file will need to be started.

### **Deleting data**

Please note that asking us to delete your data, will make it impossible for us to continue to deliver services to you. However, where possible we will always try to allow the maximum access to your rights while continuing to deliver as many services to you as possible.

### **Your rights as a data subject**

You have rights as a data subject. These rights are:

- ♥ **The right to be informed** – this means we must inform you how we are going to use your personal data. We do this through this privacy policy and by informing you how your data will be used each time we collect it.
- ♥ **The right of access** – you have the right to access your personal data (e.g. data that is about you) that we hold. This is called a subject access request.

We must respond to your request within one month. To request access to your data, please email [DPOextra@nuj.org.uk](mailto:DPOextra@nuj.org.uk) It is very helpful if you tell us what of your personal data you are seeking.

- ♥ **The right to rectification** – if you think the data, we hold on you is incorrect, tell us so we can put it right. You can do this by contacting the administrator at [extra@nuj.org.uk](mailto:extra@nuj.org.uk).
- ♥ **The right to erasure** – you have the right to request that we delete your data. We will do so, provided that we do not have a compelling reason for keeping it. To request this, please email [DPOextra@nuj.org.uk](mailto:DPOextra@nuj.org.uk).
- ♥ **The right to restrict processing** – you can change your communication preferences (therefore restricting how we communicate with you) by contacting the administrator at [extra@nuj.org.uk](mailto:extra@nuj.org.uk).
- ♥ **The right to data portability** – you can obtain and reuse your personal data for your own purposes across different services, for example different Charities. To request this, please email [DPOextra@nuj.org.uk](mailto:DPOextra@nuj.org.uk).
- ♥ **Rights in relation to automated decision making and profiling** – this is not something we do at NUJ Extra. If that ever changes, this policy will be updated accordingly.

At NUJ Extra we are committed to upholding your rights as a data subject. If you think we have not done so, please contact: [DPOextra@nuj.org.uk](mailto:DPOextra@nuj.org.uk). and it will put it right.

You may also complain to the Charity Commission if you believe your rights have not been upheld. They regulate the Charity and their website is:

<https://www.gov.uk/government/organisations/charity-commission>

## **Cookies**

When on our website, data may be stored on a “cookie”. This is a tiny element of data that our site can send to your browser, which may then be stored on your hard drive. This small amount of information does NOT contain any private information stored on your computer. 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.

Like most websites, NUJ uses cookies to improve our users’ experience. We ask when you first access our site if you are happy for cookies to be used. If you choose not to use cookies, it may be difficult to use some parts of our website.

Our Cookie Policy explains which cookies we use and why, along with where you can find more information about cookies <https://www.nuj.org.uk/privacy/cookies/>.

### **Usage tracking**

We also use some cookies that do not collect personal information but that do help us collect anonymous information about how people use our website. We use Google Analytics for this purpose. Google Analytics generates statistical and other information about website usage by means of cookies. 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>.

### **Social media buttons**

On many of the pages of the site you will see 'social buttons', such as share buttons for Twitter, and Facebook 'Like' buttons.

When you click on any of these buttons, these sites will be registering that action and may use that information.

You should check the respective policies of each of these sites to see how exactly they use your information and to find out how to opt out, or delete, such information.

### **Facebook advertising**

From time to time we may use Facebook advertising to promote NUJ Extra events and campaigns and encourage people to donate. We do not collect any personal data from Facebook profiles. We do not use your member data to target our advertising on Facebook. We do not provide or sell member data to third parties for the purposes of Facebook marketing. To no longer receive Facebook ads click on the top right hand corner of the ad.