



## Privacy Policy

YO Solihull wants all our users to feel confident with how any personal information you share with us will be looked after. This Privacy Policy sets out how we collect, use, and store your personal information. YO is committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner. We are a "data controller" for the purposes of the Data Protection Act 2018 and the EU General Data Protection Regulation 2016 ("Data Protection Law"). This means that we are responsible for the processing of your personal information.

For further information about our privacy practices, please contact our Data Protection Officer by:

- emailing [info@yosolihull.com](mailto:info@yosolihull.com)
- writing to: YO Solihull, Three Trees Community Centre, Hedingham Grove, Chelmsley Wood, Solihull B37 7TP

### 1. How we collect information from you:

**When you interact with us directly:** if you ask us about our activities, register with us for training or an event, make a donation to us, complete a survey providing feedback on our services, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, visit our website, complete a referral form or get in touch through the post, or in person.

**When you interact with us through third parties:** for example, schools, the Local Authority, SENDIASS or any other organisation or stakeholder we work with.

**When you visit our website:** we gather general information which might include which pages you visit most often and which services, events or information is of most interest to you. We may also track which pages you visit when you click on links in emails from us. We also use "cookies" to help our site run effectively. We use this information to personalise the way our website is presented when you visit to make improvements and to ensure we provide the best service and experience for you. Wherever possible we use anonymous information which does not identify individual visitors to our website.

**From other information that is available to the public:** to tailor our communications with you to your background and interests we may collect information about you from publicly available sources.

### 2. Information we collect and why we use it

**Personal Information** - includes details such as your name, date of birth, email address, postal address, telephone number as well as information you provide in any communications between us.

You will have given us this information whilst registering for an event, or any of the other ways to interact with us.

We will mainly use this information:

- To provide the services or goods that you have requested.
- To update you with important administrative messages about an event or services or goods you have requested.
- To keep a record of your relationship with us.
- Where you volunteer with us, to administer the volunteering arrangement.
- If you do not provide this information, we will not be able to sign you up for a particular event or provide goods and services you have requested.

We may also use your personal information:

- To contact you about our forthcoming opportunities
- To invite you to participate in feedback/research.

**Sensitive Personal Information** - If you share your personal experience or the experiences of a friend or relative, we may also collect this health information. If you provide us with any Sensitive Personal Information by telephone, email or by other means, we will treat that information with extra care and confidentiality and always in accordance with this Privacy Policy.

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs.

We will only use this information:

- For the purposes of dealing with your enquiry, training, and quality monitoring or evaluating the services we provide.
- We will not pass on your details to anyone else without your explicit consent except in exceptional circumstances. Examples of this might include anyone reporting serious self-harm or posing a threat to others or children contacting us and sharing serious issues such as physical abuse or exploitation.
- Where you have given us your explicit consent or otherwise clearly indicated to us that you are happy for us to share your information.
- We will always request consent from parents to collect information about children and young people under the age of 16.

### **3. Legal basis for using your information**

**'Legitimate interests'**: we may process your personal information to help us to achieve our vision of ensuring that every child has time and a safe space to play, supporting parents/carers and ensuring the importance of Play in children's development is known to all.

Whenever we process your personal information under the 'legitimate interest' lawful basis we make sure that we consider your rights and interests and will not process your personal information if we feel that there is an imbalance.

Some examples of where we have a legitimate interest to process your personal information are where we contact you about our work via post, use your personal information for data analytics, conducting research to better understand who our supporters are, improving our services, for our legal purposes or to comply with guidance from the Charity Commission or Companies House.

#### **4. Marketing**

We will only contact you about our opportunities by phone, email or text message, if you have agreed for us to contact you in this manner.

You can update your choices or stop us sending you these communications at any time by contacting [info@yosolihull.com](mailto:info@yosolihull.com) or by clicking the unsubscribe link at the bottom of the relevant communication.

#### **5. Sharing your information**

The personal information we collect about you will mainly be used by our board members. We will never sell or share your personal information with organisations so that they can contact you for any marketing activities nor do we sell any information about your website browsing activity.

We may however share your information with the Local Authorities or schools if they are also involved in any issues regarding you or your children.

**Legal disclosure** - We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority) or for Safeguarding/Child Protection issues.

#### **6. Keeping your information safe**

YO Solihull has appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and offline, from improper access, use, alteration, destruction and loss.

Universally, the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

Our website may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that advertisers or Web sites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites or advertisers.

#### **7. How long we keep your personal information for**

YO Solihull will only keep your personal information for as long as is reasonable and necessary, which may be to fulfil statutory obligations.

#### **8. Your Rights**

- **Access to your personal information:** you have the right to request access to a copy of the personal information YO Solihull holds about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access in writing and provide us with evidence of your identity.

- **Right to object:** You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.
- **Consent:** if you have given YOB's your consent to use personal information (for example, for marketing), you can withdraw your consent at any time.
- **Rectification:** you can ask us to change or complete any inaccurate or incomplete personal information held about you.
- **Erasure:** you can ask us to delete your personal information where it is no longer necessary for us to use it, or you have withdrawn consent, or where we have no lawful basis for keeping it.
- **Portability:** you can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.
- **Restriction:** you can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.
- **No automated decision-making:** automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right not to be subject to automated decisions that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law. You also have certain rights to challenge decisions made about you. We do not currently carry out any automated decision-making.

## 9. Cookies

'Cookie' is a small file, usually composed of letters and numbers, which is downloaded onto your device, like your computer, mobile phone or tablet when you visit a website. They let websites recognise your device, so that the sites can work more effectively, and gather information about how you use the site. A cookie, by itself, can not be used to identify you.

We use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you come to our website and allows us to improve the user experience.

We use the categorisation set out by the International Chamber of Commerce in their UK Cookie Guide.

We use all four categories of cookies:

- Strictly necessary cookies are essential for you to move around our website and to use its features, like our shopping basket and your account.
- Performance cookies collect anonymous information about how you use our site, like which pages are visited most.
- Functionality cookies collect anonymous information that remember choices you make to improve your experience, like your text size or location. They may also be used to provide services you have asked for such as watching a video or commenting on a blog.

- Targeting or advertising cookies collect information about your browsing habits to make advertising relevant to you and your interests.

We do not share or sell sensitive personal information that could directly identify an individual.

You can opt out of all our cookies (except the strictly necessary ones). Find out how to control and delete cookies in your browser. please note that in that case, our website may not function for you as we would like it to.

If you have any questions about how we use cookies, please contact us.

## **10. Third Parties**

YO utilises the following third parties:

YO uses Wix to power their main website. No personal information is requested or collected via the website. Squarespace is committed to treating personal information received from the European Economic Area, Switzerland and the United Kingdom pursuant to the Privacy Shield in accordance with the applicable Principles.

**Eventbrite** Tickets for events will be allocated through Eventbrite. Customers enter their own data to place an order and make a payment. This data will only be used to process the transaction and contact them if there is some query related to the payment or the order. A register of attendees will be printed on the day of the event and used to ensure the right people access the event. It will be shredded after the event. Only staff who need to use this facility are given the log in details.

Eventbrite is a company registered in the UK and upholds UK data requirements.

***Revised April 2024***