



## Privacy policy

Last reviewed by the Trustees:

### Values Statement

#### As a team we . . .

- are committed to true **partnership** working, believing it brings about the best results;
- treat all people, especially those affected by poverty, with the utmost **dignity**;
- believe that all **children deserve to be safe, happy and have fun**, and try to have fun ourselves;
- are **generous** and try to give other people the best of what we have to offer;
- are **passionate about Luton**, enjoy all its great attributes and see our work as contributing towards making it even better.

This privacy notice sets out how Level Trust uses and protects any personal data that is collected by us. Level Trust is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy notice.

We reserve the right to update this privacy notice at any time and a copy of our up-to-date privacy notice will be available here on our website ([www.leveltrust.org](http://www.leveltrust.org)). We may notify you in other ways from time to time about the processing of your personal data.

#### How is personal information collected?

We collect information:

- Through our online mailing signup form
- Through job or volunteer application forms
- In the course of our work with you, for example if you provide information to a member of staff in order for them deliver or monitor one of our projects
- Through partnership agreements
- Through networking events
- Occasionally through our interactions on social media
- Through publicly available sources such as companies house, charity commission and official websites
- Through donations made to us through online giving platforms, such as JustGiving and Bt MyDonate

## What personal information do we collect and how is it used?

Level Trust collects personal information for the following purposes. We will use this information to provide the services requested.

<b>Data we collect</b>	<b>We use it for</b>	<b>Lawful basis for processing data</b>
Name and email address.	Sending email newsletters.	Consent
Name, address, contact details (including phone and email) and organisation.	Strengthen working relationships with other organisations and fulfilling contracts with funders.	Legitimate interest Contract
Name, contact details (including phone and email) and organisation name and contact details (if different to the individual) of specific contact at school or other educational institution.	To maintain professional relationships with schools and other educational institutions, in order to run our projects.	Legitimate interest Contract
Name, address, contact details (including phone and email) and organisation name and contact details (if different to the individual).	To keep parents informed about projects that they or their children are involved in or might be interested in. To help with monitoring of projects.	Consent Legitimate interest
Child's name, date of birth, school, gender, health conditions or allergies, and ethnicity. Name, phone number and address of 2 adults to act as emergency contacts	To run our SMASH summer scheme or other provision for children and young people.	Legitimate interest Special category
Name, address, contact details (including phone and email), bank details, pension information, sickness information and other personal and sensitive data relating to employment and volunteering with the organisation.	All purposes relating to the employment of staff.  All purposes relating to the management of volunteers.	Legal obligation Contract Legitimate interests



### **What does legitimate interest mean?**

In order to undertake its charitable activity and account for its activities to funders, regulators and other stakeholders, Level Trust has to collect and process a certain amount of data, some of which will be personal data.

### **Why do we ask for sensitive data?**

We sometimes ask for sensitive data, such as disability and ethnicity to help us with equal opportunities monitoring so we can demonstrate that we are reaching all sectors of the community, and fulfilling our commitment to equal opportunities. When we compile this data, it is done anonymously.

We ask for information about medical conditions in order to protect the health and wellbeing of staff, volunteers and project participants.

### **Data sharing**

We use data to compile and share anonymised reports, which helps us to demonstrate our commitment to equal opportunities as well as to demonstrate to funders the impact of our project.

In occasional circumstances, we may need to disclose your details, to police, regulatory bodies or legal advisors.

### **Data retention and security**

We will take reasonable precautions to ensure your data is not lost, misused or falsely altered. Data is only retained for as long as we need it to provide you with the service you asked for.

### **Data Processing**

Level Trust has written contracts in place with the following third parties that we use to process data:

- Individuals may donate money to Level Trust through online platforms JustGiving and Bt MyDonate. Individuals will be asked to consent to these organisations' privacy policies before sharing their details. More information can be found on those organisations' websites: <https://www.justgiving.com/info/privacy-policy-versions/privacy-policy-v20> and <https://www.btplc.com/mydonate/aboutmydonate/Privacypolicy/>
- MailChimp is used for the management and distribution of mailings. MailChimp is a United States-based company and therefore information may be transferred to, stored, or processed in the United States. MailChimp 'participates in and complies with the EU-U.S. Privacy Shield Framework as set forth by the US Department of Commerce regarding the collection, use, and retention of Personal Data (defined in Section 2.1) from European Economic Area ("EEA") member countries.' More information can be found on MailChimp's website: <https://mailchimp.com/legal/privacy/>



## Your rights

- You have the right to request access to your data
- You have the right to correct your data if it is incorrect
- You have the right to request erasure of your data
- You have the right to object to your data being processed

If you wish to exercise any of these rights please contact Level Trust on 07480 753 905, or email [maddy.iszchak@leveltrust.org](mailto:maddy.iszchak@leveltrust.org)

## The use of automated decision making

Your data is not used in any automated decision making (making a decision solely by automated means without any human involvement) or profiling (automated processing of personal data to evaluate certain conditions about an individual).

## The use of cookies on our websites

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

By using the Level Trust website you agree to the use of cookies on the site. You can find out more about the way our website uses cookies at [https://codex.wordpress.org/WordPress\\_Cookies](https://codex.wordpress.org/WordPress_Cookies)

We may also use Google Analytics to track website usage. More details about how Google Analytics uses cookies is available at <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage/>



### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should be aware that we do not have any control over external websites. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites and such sites are not governed by this privacy notice. You should exercise caution and look at the privacy notice applicable to the website in question.

### **How to lodge a complaint**

If you have a complaint regarding the processing of your personal data then please contact Level Trust:

In writing or in person:           Level Trust, Unit 2G The Mall, Luton LU1 2TW  
E-mail:                               [admin@leveltrust.org](mailto:admin@leveltrust.org)  
Telephone:                         01582 797347

You also have the right to lodge a complaint with the supervising authority, the Information Commissioner's Office (ICO), at any time. Should you wish to exercise that right, the full details are available at the ICO website.