

General Data Protection Regulation Policy

This policy sets out how Timebank South West uses and protects any information that you give us as a member/participant. We require this information so we can understand your needs and provide you with a better service. Timebank South West is committed to ensuring that your privacy is protected and we adhere to the Data Protection Act 2017 and the EU General Data Protection Regulation.

For the purposes of the General Data Protection Regulation, May 2018, the data controller is Timebank South West, 15 Whitleigh Green, Whitleigh, Plymouth, PL5 4DD. Data protection law allows us to process the information you provide within certain conditions. In this case we are using your joining consent as the lawful condition for us to do this.

What personal details we collect

- your name
- contact information including email, postal address and telephone number
- what skills you would like to give and receive
- days and times you may be available
- emergency contact number
- any health conditions we should be aware of (this is an optional question)
- to ensure our service is inclusive we ask people to complete an Equality and Diversity questionnaire (this form is anonymous and optional)
- how many hours you have given or received as a Timebank member

We keep your information safe by:

- reducing the number of people who have access (trained and DBS checked staff only have access)
- regularly changing passwords
- keeping our work office door locked
- keeping our work office filing cabinet locked
- keys to our work office and filing cabinet are kept hidden
- never taking private and confidential information home or to another venue
- never selling, distributing or leasing your personal information to third parties unless we have your permission or are required by law to do so
- not passing on your data or contact details to other Timebank South West members without your prior knowledge and consent.

We currently hold your personal information in three ways

1. **Paper joining form** – this is the form you completed and signed when you joined Timebank South West. These forms are kept in a locked filing cabinet in our locked work office. Only Timebank staff who are trained and DBS checked have access to the filing cabinet.

We use a paper joining form in order to:

- add your correct details on to Timeonline, including your contact details, skills you would like to give and receive and the days you are available
- have signed proof that you personally joined Timebank South West
- enable Timebank South West staff to easily join people up when out and about in neighbourhoods

2. **Timeonline** – this is a secure database hosted by Timebanking UK of which Timebank South West is a registered member. Timeonline has a unique password which only trained and DBS checked Timebank South West staff have access to.

We use Timeonline in order to:

- enable our staff to safely match people and skills up for one to one and group exchanges
- to contact you by telephone, email or post to arrange an exchange of time and skills with another registered Timebank South West member
- record member's credit and debit hours
- store contact information safely and securely
- provide our funders with statistical information such as the combined membership and number of hours swapped (individual's full names are not given)

3. **Mailchimp** – this is an online platform that provides newsletter and campaign templates and the ability to email a large number of people at the same time. You will only receive our Mailchimp newsletter if you have given us your email address. You can unsubscribe from the newsletter at any time.

We use Mailchimp in order to:

- produce a monthly Timebanking newsletter to keep you informed of Timebanking news, stories, activities and social events.

Photographs

To illustrate Timebanking in action we sometimes take photographs of an exchange or of group activities taking place. Permission of each individual is always confirmed prior to a photograph being taken and anyone is free to refuse their photograph being taken.

Photographs with an individual's permission may be used to:

- illustrate a case study or a written report
- post on our Timebank South West Facebook page and other social media

- post on our Timebank website
- used as part of our display at events

Videos

To illustrate Timebanking in action we occasionally make a video of an exchange or group activity. Permission of each individual is always confirmed prior to a video being made and anyone is free to refuse to be videoed.

Videos with an individual's permission may be used to:

- post on our Timebank South West Facebook and Youtube pages
- post on our Timebank website

We never take photographs or make videos of people under the age of 18 years old.

Links to other websites

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

How long will we keep your information for?

We will only keep your information for as long as you agree to be a member. If you wish to leave Timebank South West you must contact us to confirm your wishes, your details will then be removed from our database and your paper joining form will be shredded. **You may re-join at any time.**

If you no longer wish to receive our monthly mailout you can unsubscribe at any time by clicking the unsubscribe button at the end of the mailing. Please note this action does **not** stop you being an member and if your intention was to leave Timebank South West you must contact us to let us know.

If any of your contact details or circumstances change please contact Timebank South West so we can up-date your information.

Under the Data Protection Act and the General Data Protection Regulations (GDPR), you have the right to access your personal information that we hold about you.

Charity Registered number: 1169627

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