



Our Privacy Notice

Here at Flamingo Chicks we take your privacy very seriously. We are committed to protecting your personal information and being transparent about what information we collect, use and store about you.

1. Introduction

Flamingo Chicks is a registered Community Interest Company (No. 09417737). We are committed to protecting your personal information and make every effort to ensure that your personal information is processed in a fair, open and transparent manner.

For further information about our privacy practices please contact us by emailing dataprotection@flamingochicks.co.uk

2. How we collect your personal information

We only collect your personal information in the following ways:

- If you provide us with your personal information directly through email, phone, our website, post or in person. You might be interacting with us to:
 - Register for classes or workshops
 - Make a donation
 - Purchase merchandise
 - Apply for a job or volunteer opportunity
 - Take part in community or fundraising events
 - Sign up to our mailing list
- Interaction with us through third parties: For example, if you provide a donation through a third party such as Local Giving and provide your consent there for your personal information to be shared with us
- Other information that is available to the public: in order to tailor our communications with you to your background and interests we may collect information about you from publicly available sources for example electoral roll

3. Information we collect and why we use it

The type of personal information we collect will depend upon the purpose of our interaction with you. In most cases, for administrative purposes, we will collect your name, title, NI number, date of birth, email address, postal address, telephone number and other information you provide in communications between us.

In addition, for our freelance staff and volunteers, in accordance with our safeguarding duties we will collect information required for your engagement, such as information required for DBS checks, health information and information you provide to us about your qualifications and skills when you apply to join us.

We use this information to:

- ☐ Administer the employment or volunteering arrangements between us
- ☐ Provide important information about our work and how you can support Flamingo Chicks
- ☐ Keep a record of your relationship with us

If you or your child attend our classes and workshops, we will collect personal information including names, gender, age, contact details including postal address, telephone number and email (for a guardian if participant is under 18). Due to the nature of our classes we also collect special category information regarding the health and abilities of all those taking part.

We use this information to:

- Prepare lessons accordingly to the needs of all participants
- Provide appropriate support for those taking part in classes

We will only use personal information where we have a legal basis to do so according to data protection law.

4. Holding your data

Flamingo Chicks will not hold personal information indefinitely, unless there are specific requirements to do so. In line with GDPR, information will not be kept longer than is necessary and will only be retained for as long as specified in the Flamingo Chicks Data Retention Schedule.

5. Communicating with you

We will only contact you about our work and how you can support Flamingo Chicks if you have requested or agreed to receive our communications. You can remove your consent by contacting dataprotection@flamingochicks.co.uk, writing to us at Flamingo Chicks, The Old Bake House, Downs Park East, Westbury Park, Bristol BS6 7QD or clicking 'Unsubscribe' in our communications.

6. Sharing personal information

Except for the administrative purposes set out below, our staff and volunteers will be the only users of the personal information that we collect about you. We will never share your personal information with other organisations for their marketing or commercial purposes. We only share data where we are required to do so by law.

To help us undertake the administration of fundraising, class bookings, payments and communications, we may share your information with third parties that provide administrative services. For example:

- Paypal – processing of all class payments and merchandise
- Local Giving – process and support our fundraising activity
- MailChimp – online marketing platform for Flamingo Chicks newsletters and communications
- Wufoo – online booking provider for all our classes
- Our accountants, DBS checks co-ordinator, our website and email providers, and any associated online storage systems.

Where possible, we will look to ensure that your data is only processed within the EEA. However, some of these organisations may store data outside of the EEA. We only work with those which are signed up to the Privacy Shield framework and comply with Data Protection Law.

7. Keeping your personal information safe

We ensure that your personal data is stored securely using modern software that is kept-up-to-date. Access to your personal data is limited to our staff and volunteers who need access to it. Individuals in a position of trust (staff and volunteers) will only have access to personal data for the duration of their contract with Flamingo Chicks. When personal data is deleted it is done so safely such that the data is irrecoverable.

Flamingo Chicks has a personal data breach policy which all staff with access to or responsibility for processing are trained to follow.

8. Your rights

You have various rights in respect of the personal information we hold about you, these are:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

If you wish to exercise any of these rights or make a complaint, you can do so by contacting dataprotection@flamingochicks.co.uk. You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk/>