

## **Privacy Statement**

FutureSkills North East is committed to protecting your privacy and data. We will use the information that we collect about you in accordance with the General Data Protection Regulation 2018 and the Privacy and Electronic Communications Regulation 2003.

### **Who we are**

FutureSkills North East is a social enterprise and registered company. We receive public funds and work to funding agreements with a range of bodies and funders. We also fundraise, earn income and receive resources from public, private and charitable bodies and individuals.

We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect. Developing a better understanding of our beneficiaries, customers and supporters through their personal data allows us to make better decisions about how we develop our work and to fundraise more efficiently all of which help us to reach our goal of developing communities through learning.

This Privacy Policy sets out the ways in which we use your data and how you can hold us accountable for that.

### **What information we collect**

You give us information when you sign up to receive our newsletter, enrol on learning programmes or sign up for events, workshops or conferences, or communicate with us. The information that we may hold about you may include:

- Your name
- Postal address
- Telephone number
- Email address
- Your age
- National Insurance number
- Relevant health and disability information
- Billing information
- Donation history
- Your preferences about how we communicate with you about our activities
- Information that is available publicly

- CVs or application forms that you submit to us

We keep a record of the emails we send you and we may monitor if you receive and open them so that we can make sure we are sending you the most relevant information.

### **How we use your data**

We will use your data in a variety of clearly defined ways as follows:

- General usage, which applies across our work
- Keeping a record of your relationship with us
- To ensure that we know how you prefer to be contacted
- To undertake anonymised research into our users and customers so that we can improve and refine our services

If you are a member of our mailing list:

- To send you information about learning programmes, events, news and activities that may be of interest to you by email and post
- To encourage you to participate in fundraising campaigns to support our work
- To tell you about changes to our work and services

If you have booked or signed up to attend an event or learning programme with us:

- To provide you with conference or event tickets that you have booked or requested
- To contact you if there is a change to an event that you are booked or signed up to attend
- To administer your ticket, booking or donation
- To let you know about other similar events that you may be interested in attending

If you donate to our work or organisation

- To update you on the projects or areas of work that you support
- To administer your work for the purpose of that programme or opportunity only
- To use anonymised data to monitor, evaluate and support research into the impact of our work

To ensure that we have the following permissions in place:

- To take part in the project
- To take your photograph

- To take part in evaluation
- To ensure that we contact you and/or your parent with appropriate information

If you apply for a freelance job with us:

- We will administer your application through our assessment and interview processes
- If you are successful in your application the associated administrative assessment of your application will be kept with your contract. We will store details of any payments to you on our accounting systems and will use a third-party banking provider to process payments to you. If the role requires a DBS check, we will also keep records of your DBS number
- If you are unsuccessful in your application, your data and the attached information that you submitted will be marked for deletion and will be disposed of in line with our timed deletion framework (and typically within 12 months of the submission deadline)
- We may ask candidates to fill out an equality and diversity monitoring questionnaire. This data is anonymous and is kept for statistical or legal reasons

If you are a supplier:

- If you are the employee of a supplier or potential supplier or a partner organisation and have given your name, email or any other personal data to identify you for the purpose of correspondence that data will be stored on our accounts system and will be associated with any correspondence between us and your organisation, for example, quotes for services, invoices and statements

If you engage with us on social media:

- If you engage or follow us on social media, for example on our Twitter page we will have access to any information that you have agreed to share on that channel. This may include your name/user name, demographic information and access to content that you have posted. We may use this information for statistical purposes to help us understand the size of demographic make-up of our users/audience and we may use contact details to send you a response to something that you have raised.
- If you do not want to receive information by post or email about events, offers, our fundraising activities or research you have the option to change any of your contact preferences at any time by

clicking unsubscribe on email bulletins or contacting us to ask for your details to be removed

### **Cookies**

This website uses analytics to collect anonymous information such as the number of visits to the site, and the most popular pages. Keeping this cookie enabled helps us to improve our website

### **Third parties**

We will never sell, rent or trade your personal data

We will never share your personal data with any other third parties without your agreement unless required in order to fulfil our contract with you or allowed by law

In general, third party providers used by us to fulfil our contract with you will only collect, use and disclose your information to the extent necessary to allow them to perform the services that they provide for us

We will never sell your personal data to an agency or other companies

The FutureSkills North East contains links to other websites. Although the majority of them are Third Sector partners we are not responsible for the privacy practices of these and you should read their own privacy information before providing them with your personal information

### **How you can control your data**

If you join our mailing list, we will tell you about activities, opportunities, events and literary news and opportunities to support our work. Occasionally we may include information in these communications from our partner organisations and supporters. You can opt out from these communications at any time. Every email we send you tells you how you can unsubscribe. If you wish to be taken off postal lists, you can contact us to do so

### **How we keep your data safe**

Your personal data will be held and processed on FutureSkills North East 's systems. Where possible we aim to keep a single record for each user

or customer. Your data is always held securely on an internal database and is only accessed by appropriate staff

We do not process data outside of the UK

We may need to disclose your details if required to the police, regulatory bodies or legal advisors

### **Sensitive Information**

Sometimes we ask you to provide sensitive information when you are applying for learning programmes or jobs. This information is only used as follows:

- To support your involvement in our activities
- To support our Safeguarding Policy and good practice
- Anonymised and used to create statistical research
- We do not keep data for longer than it is needed and have clear frameworks in place for the timely disposal of data and records across our organisation. An annual process is in place to monitor deletion of records and associated information and to ensure that data is not kept for longer than is deemed necessary

### **Your Rights**

You have the following rights related to your personal data and interactions with us:

- The right to request a copy of personal information held about you
- The right to request that inaccuracies be corrected or removed
- The right to request us to stop processing your personal data for specific purposes
- The right to have all of the data that we hold on your deleted (where legally possible)
- The right to withdraw your consent if you have previously given it
- The right to lodge a complaint with the Information Commissioner's Office or Fundraising Regulator

To exercise your rights in relation to the data that we hold on you please contact the Data Controller at FutureSkills North East

Please note that if you choose not to share your data this may affect our ability to provide the services you request. For example, we would be unable to process an application for a learning programme if you do not provide your contact information

### **Changes to this policy**

We may change this Privacy Policy from time to time. If we make any significant changes in the way we treat your personal information, we will make this clear on our website or by contacting you directly

### **How to contact us**

Please contact us if you have any questions about this Privacy Policy or your data or if you wish to be removed from any communications or data processing activities

Address enquiries to: Darren Thompson, Director (and Data Controller)

EMAIL: [info@futureskillsnortheast.org.uk](mailto:info@futureskillsnortheast.org.uk)