Privacy Statement on Storage and Use of Personal Data at Manna House for Clients, Donors and Volunteers

Manna House, in order to comply with the GDPR legislation as of 25/05/2018, is outlining the following to ensure our stakeholders understand how we process your data and know your rights as regards this data.

CLIENTS: In order to provide you with thorough, appropriate and accurate advice and support, as well as report transparently to our funders, we record your contact details and also sensitive information about you such as NI number, DOB, sometimes medical history, mental health and other personal details. We never share these personal details with any other organisation without your explicit signed or verbal consent, and then only in order to work in partnership with that organisation on your behalf.

In any email or handwritten notes regarding you and your personal circumstances we will use only your initials to identify you.

Personal information is kept electronically on our database and, if you present us with forms or letters to keep for you, in hardcopy files in a locked cupboard on the premises. After 3 years we will assess whether these need to be shredded, i.e., inactive handwritten records, or archived i.e., electronic ones to preserve organisational history. Only summaries of dated case work and outcomes, names and DOB will be kept in these instances.

DONORS: For the purposes of GiftAid, we record your name, address and postcode and amount received. This information is stored in our database and your hardcopy letters, if any. We never share your personal details with any other organisation. For those with standing orders, your bank details are not held by us.

We retain this information for 7 years after which we shred handwritten records and delete electronic ones.

VOLUNTEERS: For the purposes of keeping you up to date on training, changes to policies, upcoming events and new ways to help at Manna House, we keep the information you filled out on your original application form, as well as general on going electronic records regarding hours volunteered, special roles and skills, last contact, etc. We never share your personal details with any other organisation except with your express consent.

Personal information is kept electronically on our database and any hardcopy files secured in a locked cabinet. After 3 years we will assess whether to shred inactive hardcopy records and delete electronic ones, but would archive your name and a summary of your role with us for funding reports and organisational history.

As regards this data which we hold about you, you have the right:

- To be informed - to know and understand where and how your data is kept and why
- Of access to your records – through our information request form and within one month
- Of rectification – to fix anything inaccurate in your data
- To erasure – to ask to have deleted any records you no longer wish us to hold (we may need to keep some of it for our own transparency, e.g., Charity Commission)
- To restrict processing – to ask for your data to be used for only the purposes you specify.
- Any concerns, changes, requests, clarifications or complaints can be raised by emailing info@manna-house.org.uk You will be answered within the working week.

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