

## Infobuzz Privacy Notice

This is the privacy notice of Infobuzz. In this document, "we", "our", or "us" refers to Infobuzz.

We are charity number 1113171 and company number 5609454 and registered in the United Kingdom.

Our registered office is at **Greyfriars House, Greyfriars, Gloucester, GL1 1TS.**

### Introduction

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.
2. We take seriously the protection of your privacy and confidentiality. We understand that all visitors to the website, to our offices and young people/families/individuals who engage in our services are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.
3. We undertake to preserve the confidentiality of all information you provide to us, and hope that you agree and do the same.
4. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
5. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org).
6. We take your privacy seriously and will never sell your information to third parties. We may share your information within Infobuzz (IB), or within the same group as IB which includes our sister charity young Gloucestershire, as well as relevant companies and organisations so we can provide you with or offer you other support services.
7. We are required by law to share information with relevant authorities if we become concerned about someone's safety.

## **The bases on which we process information about you**

The law requires us to inform you of the six defined areas under which we process different categories of your personal information, and to notify you of the reasons for each category.

If a reason we process your personal information is no longer relevant then we shall immediately stop processing your information.

### **1. Information we process because we have a contractual obligation with you**

This will usually apply to organisations we have formal legal contracts with. It's not a part of the new law that the contract element will affect most of our relationships such as those with young people, families and individuals and the partners we work with.

In order to carry out our obligations where we do have contractual requirements, there are times we must process the information we are given. Some of this information may be your personal information.

We may use it in order to:

- 1.1. Verify your identity for security purposes.
- 1.2. Provide you with our services.
- 1.3. Provide you with suggestions and advice on our services.

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may use this information in a general way and use it to provide specific information, for example to monitor our performance with respect to a particular service we provide. If we use it for this purpose, you as an individual will not be personally identifiable.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

## 2. Information we process with your consent

When you browse our website or ask us to provide you more information about our business, including job opportunities and our services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to complete our Consent Form.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists. We will regularly review your consents with us.

You may withdraw your consent at any time by instructing us [admin@infobuzz.co.uk](mailto:admin@infobuzz.co.uk) by telephone on 01452 501008.

## 3. Information we process for the purposes of legitimate interests

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so. Legitimate in this way means it's reasonable for us to have and process the information.

Where we process your information on this basis, we do after having given careful consideration to:

- Whether the same outcome could be achieved through other means.
- Whether processing (or not processing) might cause you harm.
- Whether you would expect us to process your data, and whether you would, in the round, consider it reasonable to do so.

For example, we may process your data on this basis for the purposes of:

- Record-keeping to make sure our records are correct and we maintain what we need to run the organisation legally and properly.
- Responding to unsolicited communication from you to which we believe you would expect a response.
- Protecting and asserting the legal rights of any party.

- Insuring against or obtaining professional advice that is required to manage Infobuzz's risk.
- Protecting your interests where we believe we have a duty to do so.

#### **4. Information we process because we have a legal obligation**

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory or legal obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

### **Specific uses of information you provide to us**

#### **5. Job application and employment**

If you send us information in connection with a job application, we may keep it for up to three years in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for six years before destroying or deleting it.

#### **6. Sending a message to our support team**

When you contact us, whether by telephone, letter, social media, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need.

We may record your request and our reply in order to increase the efficiency of our organisation.

We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high quality service.

## **7. Complaining**

When we receive a complaint, we record all the information you have given to us.

We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

## **Use of information we collect through automated systems when you visit our website**

## **8. Cookies**

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another. The cookies we use give us statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period of time, such as one day or until you close your browser. Others last indefinitely.

Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

Our website uses cookies. They are placed by software that operates on our servers, and by software operated by third parties whose services we use. We only use cookies from Google Analytics.

## **9. Personal identifiers from your browsing activity**

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location, your Internet service provider and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how we perform in providing content to you.

If combined with other information we know about you from previous visits, the data possibly could be used to identify you personally, even if you are not signed in to our website.

## **Access to your own information**

### **10. Access to your personal information**

- 10.1. At any time you may review or update personally identifiable information that we hold about you.
- 10.2. To obtain a copy of any information that is not provided on our website you may send us a request at [admin@infobuzz.co.uk](mailto:admin@infobuzz.co.uk) or by telephone on 01452 501008.
- 10.3. After receiving the request, we will tell you when we expect to provide you with the information.

### **11. Removal of your information**

If you wish us to remove personally identifiable information from our website, you may contact us at [admin@infobuzz.co.uk](mailto:admin@infobuzz.co.uk) or by telephone on 01452 501008.

This may limit the service we can provide to you.

### **12. Verification of your information**

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

## Other matters

### 13. Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or other trust mark in your browser's URL bar or toolbar.

### 14. How you can complain

14.1. If you are not happy with our privacy policy or if any complaint then you have should tell us by email or telephone. Our address is [admin@infobuzz.co.uk](mailto:admin@infobuzz.co.uk) or by telephone on 01452 501008.

14.2. If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation.

14.3. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

### 15. Retention period for personal data

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

15.1. To provide you with the services you have requested.

15.2. To comply with other law, including for the period demanded by our tax authorities.

15.3. To support a claim or defence in court.

## **16. Compliance with the law**

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our services and access our website.

## **17. Review of this privacy policy**

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please contact us at [admin@infobuzz.co.uk](mailto:admin@infobuzz.co.uk) or by telephone on 01452 501008.