



## Our Special Friends

### Privacy Statement

This document sets out the Privacy Statement for Our Special Friends (OSF), registered charity number 1156778. Under The Data Protection Act 2018, it is our responsibility to ensure that the personal data which you have given us is kept safe, and that we only use this data for the purposes in which it was given.

#### When does OSF use personal data?

At OSF we record personal data for processing all client related cases, volunteer administration, and in relation to donations.

We sometimes use your data, under legitimate interest, to let you know about OSF news or fundraising events. We will not if you requested us not to, and you can tell us at any time if you do not want us to do this.

#### What data do we record about you?

As an organisation we only record information which we need to enable us to deliver services, recruit and support our volunteers and donors, and to produce funding reports for grants and charitable trusts in relation to the community work which we deliver. For transparency, we have summarised below the types of data which we record on our database depending on your relationship with OSF:

Volunteers	Clients
<ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> <li>• Date of Birth</li> <li>• Details of animal (where applicable, e.g. AAA)</li> <li>• Contact methods (telephone/emails)</li> <li>• DBS checks and expiry dates</li> <li>• References</li> <li>• Volunteer agreements and consents</li> <li>• Relationships (client links, organisational links, emergency contact details)</li> <li>• Types of volunteer services offered, and key skills (e.g. dog walking, bereavement support, attending events)</li> <li>• Animal CVs (where applicable)</li> <li>• Vet histories and information (where applicable)</li> <li>• Volunteer characteristics (e.g. over the age of 65).</li> <li>• All volunteer communications (records of emails, telephone conversations, post received and issued.)</li> <li>• Bank details (for payment of expenses)</li> </ul>	<ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> <li>• Date of Birth</li> <li>• Details of animal (where applicable)</li> <li>• Contact methods (telephone/emails)</li> <li>• Client referral form (if client referred by outside agency such as social services, GP, Hospital, Vets etc.)</li> <li>• Case assessment notes (which may include references to health and needs summary)</li> <li>• Client agreements and consents</li> <li>• Relationships (volunteer links, organisational links, emergency contact details)</li> <li>• Client characteristics (e.g. over the age of 65, dementia, mobility, mental health, physical ill health)</li> <li>• All client communications (records of emails, telephone conversations, post received and issued)</li> <li>• Animal CVs</li> <li>• Vet histories and information</li> </ul>
Donor	Family Member (related to a client)
<ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> </ul>	<ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> </ul>

<ul style="list-style-type: none"> <li>• Contact methods (telephone/emails)</li> <li>• Relationships (client links, organisational links)</li> <li>• All communications (records of emails, telephone conversations, post received and issued)</li> <li>• Source of contact/donation (e.g. online giving platform, cheque, BACs transfer) and details relating to processing gift aid.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact methods (telephone/emails)</li> <li>• All communications (records of emails, telephone conversations, post received and issued.)</li> </ul>
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You can ask us what data we hold on your records and request a copy of the data held. If we hold data which is incorrect, then you can ask for that data to be amended, or request that elements of your data are removed and destroyed. You can also ask for your records to be deleted in their entirety. **Please note that if you are a client receiving services, or an active volunteer, removing your records in their entirety would cease our relationship, as we would no longer be in a position to deliver services under the terms of our engagement.**

You can find out more about your data and information protection rights on the Information Commissioner's Website <https://ico.org.uk/for-the-public>

### **Sensitive Personal Information / dealing with people in vulnerable circumstances**

Special categories of personal information require higher levels of protection. Processing of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation shall be prohibited without specific explicit consent.

OSF will take into account the needs of any possible donor who may be in vulnerable circumstances or need extra care and support to make an informed decision. Our staff and volunteers adhere to the Chartered Institute of Fundraising's policy and guidance on vulnerable people.

### **How does OSF use personal data?**

Client and volunteer records are essential for the delivery of services which we provide. It enables us to match client cases to volunteers, support existing cases and volunteers, and to produce anonymised reports in relation to the funding we receive. We are required to submit quarterly/annual anonymised reporting to our funding sources. The volunteer and client characteristic data is essential for reporting on restricted funding (e.g. funding which can only be used for supporting individuals over the age of 65, or clients living with dementia).

### **Will OSF share my personal data?**

Sometimes we might share your information with other agencies involved in your care, or the services which OSF provide; **but only if we have your explicit consent for this.** Examples of agencies where we might request your consent to share information might be:

- Your care company
- Your social worker
- Hospice services
- Your Vet

If information is being shared electronically, it will always be sent password protected.

**We also never sell your information or pass your information to an unauthorised third party – there are no exceptions to this.**

### **How long will my data be stored?**

We will retain our client and volunteer records on our database for reporting purposes, and to show your relationship with OSF and the nature of the relationship. If you no longer require OSF services (clients) or have ceased acting for OSF as a volunteer, then we will archive your record. This means we will only ever contact you again if you re-engage with OSF, or if you have requested to continue to receive information about OSF via our Newsletter. Under the new regulations, OSF will delete all archived records after a period of 5 years.

**How we communicate with you**

You can decide how and when we contact you, and this instruction can be changed at any time, including advising us not to contact you at all. We can accept changes to your communication instructions by telephone (01284 247077) or email [office@ourspecialfriends.org](mailto:office@ourspecialfriends.org)

**How to make a complaint?**

We welcome feedback as it helps us to develop as a charity and helps us to improve our services. If you feel that we have not met your expectations, and you would like to make a complaint, then please email us at [office@ourspecialfriends.org](mailto:office@ourspecialfriends.org) or write to us at: Our Special Friends, c/o The British Racing School, Snailwell Road, Newmarket, CB8 7NU.

**Further information can be found on the regulation on the following website link:**

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

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