

## Respect Privacy Notice for Make a Change Website ([www.makeachange.uk.net](http://www.makeachange.uk.net))

### Our contact details

Name: Respect

Address: Voluntary Action Islington, Second Floor, 200A Pentonville Road, London N1 9JP

Email: [info@respect.org.uk](mailto:info@respect.org.uk)

### The type of personal information that we process

The following table explains the types of data we collect and the legal basis under current data protection legislation, on which this is processed.

Purpose	Data (key elements)	Legal basis	How we store your information
You are making a general enquiry or a complaint	Name, email message	<b>Consent</b> - you have given your active consent	Stored in the email inbox to which you submit the request. Emails are deleted after 12 months.
You are sending us a direct message or private message via social media	Name, message, social media handle	<b>Consent</b> - you have given your active consent	Information is stored in the inbox of the social media account you have contacted. All social media accounts are password protected.
You are completing a feedback form or survey with us	Demographic data, unless otherwise specified (e.g., 'this survey is anonymous')	<b>Consent</b> - you have given your active consent	Information is stored on the survey platform, e.g., survey monkey or MS Forms and in a secure location in Make a Change's IT filing structure.
You are making an information request to us	Name, email, message	<b>Legitimate interests</b> - it is necessary for us to read and store your message so that we can respond in the way that you would expect  <b>Consent</b> - you have given your active consent	Information is passed on to the necessary person to answer questions. Stored in the email inbox to which you submit the request.
You wish to attend, or have attended, a training course or event	Name, email, location  If a professional – job, title, employer	<b>Consent</b> - you have given your active consent	This is held on a web-based service accessed by password by Make a Change staff.

You are using our website	Website activity collected through cookies	<b>Consent</b> - you have given your active consent	This data is anonymous and is stored by Google.
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## How we use your data

We will only use your data in a manner that is appropriate considering the basis on which that data was collected, as set out in the table at the top of this Notice.

For example, we may use your personal information to:

- Reply to enquiries you send to us.
- Book you onto a training session, workshop, or any other Make a Change event that we advertise through our website.
- Where you have specifically agreed to this, send you marketing communications by email relating to our work which we think may be of interest to you.

## How we share your data

The personal information we receive directly is provided to us by you via the Make a Change website ([www.makeachange.uk.net](http://www.makeachange.uk.net)) to request more information about or to sign up to an activity offered by Make a Change.

We use the information that you have given us to progress a response or direct your query to the appropriate Make a Change site, or a department or individual within Respect, to facilitate a response.

We may share this information with the following organisations:

### **TLC: Talk, Listen, Change – Trafford**

Privacy notice: [talklistenchange.org.uk/privacy-policy/privacy-notice](http://talklistenchange.org.uk/privacy-policy/privacy-notice)

### **Harbour – Durham**

Privacy policy: [www.makeachange.uk.net/s/Harbour-Policy-Confidentiality-Access-to-Information-March-2022.pdf](http://www.makeachange.uk.net/s/Harbour-Policy-Confidentiality-Access-to-Information-March-2022.pdf)

### **Merseyside Domestic Violence Service – Merseyside**

Privacy policy: [www.mdvs.org/privacy-policy](http://www.mdvs.org/privacy-policy)

### **Wearside Women in Need – Sunderland**

Privacy policy: [www.wwin.org.uk/copy-of-terms-of-use](http://www.wwin.org.uk/copy-of-terms-of-use)

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Respect at [makeachange@respect.org.uk](mailto:makeachange@respect.org.uk) or Voluntary Action Islington, Second Floor, 200A Pentonville Road, London N1 9JP.

## How we store your personal information and for how long

Your information is securely stored on our secure email server.

Where data is collected on the basis of consent, we hold your information (your name, contact details and location) for no longer than three years.

The Make a Change central team are employed by Respect and information is stored on Respect systems. Respect's privacy policy can be found on their website at [www.respect.uk.net/pages/privacy-policy](http://www.respect.uk.net/pages/privacy-policy).

## Cookies and usage tracking

A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites and can do a number of things, e.g., remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website. By continuing to browse our websites, you agree to our use of cookies.

We use the following cookies:

- **Strictly necessary cookies**  
These are cookies that are required for the operation of our website.
- **Analytical/performance cookies**  
These cookies allow us to recognise and count the number of visitors to our website, and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily. We use Google Analytics for this purpose. Google Analytics generates statistical and other information about website usage by means of cookies, which are stored on users' computers. The information collected by Google Analytics about usage of our website is not personally identifiable. The data is collected anonymously, stored by Google and used by us to monitor website usage. Google's privacy policy is available at [policies.google.com/privacy](http://policies.google.com/privacy).
- **Functionality cookies**  
These are used to recognise you when you return to the website and record that you are a user of our website, or whether your web browser has JavaScript enabled.

## Disabling cookies

You can block cookies by activating the setting on your browser that allows you to refuse the settings of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies), this may impact the functionality of all or parts of our site.

Web browsers may allow some control of most cookies through the browser settings. You can find out more about cookies, including how to see what cookies have been set and how to manage and delete them at [www.aboutcookies.org](http://www.aboutcookies.org). For information on how to do this on a mobile phone, please refer to the handset instructions.

Our websites may also include links to other websites, not owned, associated or managed by Make a Change or Respect. While we try our best to link only to reputable websites, we cannot be held responsible for the privacy of information collected by sites not managed by us, nor can we accept responsibility or liability for them. For this reason, you should consult the privacy policy on any external website before you submit any personal information to those websites.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [makeachange@respect.org.uk](mailto:makeachange@respect.org.uk) or Voluntary Action Islington, Second Floor, 200A Pentonville Road, London N1 9JP.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@respect.org.uk](mailto:info@respect.org.uk) or Voluntary Action Islington, Second Floor, 200A Pentonville Road, London N1 9JP.

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

## Modifications

We may modify this Privacy Notice from time to time and will publish the most current version on our website. If a modification meaningfully reduces your rights, we'll notify people whose personal data we hold and is affected.

## Policy review

This Privacy Notice will initially be reviewed after 12 months; from thereon, every 3 years.

Next review date: 02/05/2024