



WeMindTheGap Privacy Policy

Changes to our privacy statement

Updates to this privacy statement will appear on this website. This privacy statement was last updated on 19th January 2021.

WeMindTheGap want those who support us, or who walk towards us for support to understand how any personal information you share with us is stored and used. This Privacy Policy describes how we collect, use and store your personal information. We refer to personal information as any personal data or information that identifies you. This includes your full name, job title, email address and phone number. On occasion we may ask for non-personal data (such as how you heard about WeMindTheGap).

You are responsible for ensuring the accurate and up to date information is given, if you provide information on behalf of another person, they too will need to know how to find this privacy statement.

For further information about our privacy practices, please contact us by:

- Writing to WeMindTheGap, Ellice Way, Wrexham LL13 7YL
- Calling us on 0333 939 8818
- Emailing to admin@wemindthegap.org.uk

Who we are

In this Privacy Policy, “we”, “us”, “you” or “our” are references to WeMindTheGap, a charity registered in England and Wales.

Registered charity number: 1161504

How we collect information about you

We aim to ensure that we can support and facilitate the resources needed to help under-served young people to a brighter future. We want to ensure you receive the most relevant communication, whether it is through visiting our website, receiving emails, or by phone call. It is imperative that we make sure you receive the best experience when you apply to our programme, book an appointment or event, become a supporter or donate to us.

We will collect your information in the following ways

- **Direct interaction:** This includes referring an individual to us, booking an appointment, event or activity enquiries, donating to us, asking a question about WeMindTheGap, applying for a job or volunteering opportunity or otherwise provide us with your personal information. These interactions are through phoning us, sending an email, visiting our website, post, or in person.
- **Third party interaction:** We work with a number of third parties and they provide your consent for your personal information to be shared with us.
- **Visiting our website:** We see general information which might include pages that you visit the most using cookies. There are more details in our [Cookies Policy](#).

Social media is another way in which you may share your personal information indirectly. Communication, engagement and actions taken through external social media platforms that



WeMindTheGap uses are subject to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Your personal privacy settings for each of these social media platforms will depend on whether you give us permission to access your information. For example, if you publicly tagged us in a photo or post.

Social media platforms should be used wisely, with care and caution in regard to your own privacy and personal details.

This information will be used to help us make improvements to our website and ensure we provide you with the best service and experience. Wherever possible we use anonymous information, which does not identify individual visitors to our website.

How we use your personal data

The personal information we collect includes details such as your name, age, email address, postal address, telephone number, in addition to any further information you provide to us. You will have given us this information when applying to our programme, organising a meeting/appointment or donating. We will use this information:

- To contact you and invite you to an upcoming 'Discovery Day', if successful in applying for our programme
- To keep a record of your relationship with us
- If you volunteer with us, to administer the volunteering arrangement
- To process your donations or any other payments
- To update you with important administrative messages, events or services applicable to you
- To contact you about our work
- To organise support sessions, for example life coaching

Sensitive personal information

The Data Protection Law recognises that some categories of personal information are more sensitive than others (this is called 'special category' or 'sensitive' personal data). An example of this is information about ethnic origin. If we collect personal information that is 'special category' or 'sensitive' then we will only use it to identify trends and we will not use or share this information without your explicit consent.

Legal basis for using your information

Your personal information will only be used when we have one or more of the following legal reasons for doing so:

- You have freely given consent to use with information for a particular purpose;
- We need it in order to understand who you are and if you are eligible for an invite to a Discovery Day
- To protect yours or someone else's vital interests (such as a medical emergency)
- For us to comply with a legal obligation; and/or



Where use of that information is necessary in WeMindTheGap 'legitimate interests' to help us to administer and achieve our work as a charity. When we process your personal information, it is done so under the 'legitimate interest' lawful basis. We ensure that we balance our interest against your legal rights and interests as an individual. We will not process your personal information in a manner that is privacy intrusive.

Marketing Purposes

WeMindTheGap may contact you regarding our work and to discuss how you could support us by either phone or email. In compliance with GDPR regulations, we will only contact you using your personal address where we have your consent. You can prevent these communications at any time by contacting admin@wemindthegap.org.uk or clicking the unsubscribe link at the bottom of the relevant communication.

Sharing your information

The personal information we have collected about you will only be used by our employed staff or volunteers at WeMindTheGap so that they are able to support you or deal with either a request or transaction we are entering with you.

When we will disclose your personal information:

- If we have good reason and/or evidence to believe there is a safeguarding issue amongst those in our care
- If we are under a duty to disclose or share your personal information to comply with any legal obligation
- WeMindTheGap will never sell or share personal information with organisations so that they can contact you for their marketing efforts, nor do we sell any given information about your web browsing activity.

Keeping your information secure

The nature of the charity means we take the storage of information very seriously. We have implemented both physical, technical and organisational measures to protect all personal information we have under our control (both online and off-line).

The transmission of information using the internet is not completely secure. Whilst we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our website.

How long we obtain your information

We only hold your personal information for as long as is reasonable and necessary for the relevant activity that we collected it for.

Your rights to be informed

If you wish to access or rectify personal data that has been collected or if you wish to receive any personal data, we hold on you, please contact admin@wemindthegap.org.uk and we will respond to your request within one calendar month.

- **Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal



information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge unless a request is manifestly unfounded or unreasonable. Please make all requests for access in writing and provide us with evidence of your identity.

- **Right to object:** You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.
- **Consent:** If you have given us your consent to use personal information (for example, for marketing), you can withdraw your consent at any time.
- **Rectification:** You can ask us to correct or complete any inaccurate or incomplete personal information held about you.
- **Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.
- **Portability:** If we have collected your personal information on the basis of having your consent or under a contract, you can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.
- **Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request due to legal exemptions. We may also need you to verify your identity before we can fully comply with a request.

Cookies

'[Cookie](#)' refers to a small file, usually of letters and numbers, which is downloaded onto the browser (e.g. Internet Explorer, Safari or Google Chrome) of your device when you visit a website.

They let websites recognise your device, so that the sites can work more effectively, and gather information about how you use the site. *Note: A cookie, by itself, can't be used to identify you.*

How do we use cookies?

We use cookies to distinguish you from other users of our website. This helps us to improve the user experience.

No cookies, please

You can opt out of all our cookies (except the strictly necessary ones). [Find out how to control and delete cookies](#) in your browser.

But, if you choose to refuse all cookies, our website may not function for you as we would like it to.

If you have any questions about how we use cookies, please contact us.



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