

TANDEM OXFORD CIC

Data Protection, Use and Storage Policy

1. Policy Statement

Tandem Oxford CIC, a community interest company, collects, processes, stores and disposes of your information in accordance of all applicable laws concerning protection of personal information, including the General Data Protection Regulation (GDPR) and Privacy & Electronic Communications Regulations (PECR).

2. Purpose

Tandem Oxford CIC is committed to protecting your personal information, and being transparent about what information we hold about you. The purpose of this policy is to give a clear explanation of how we collect and use your personal data, and your options regarding the data we store.

If you have any queries about this policy please contact nina@tandemcollective.org

3. Scope

This policy covers all personal data for which Tandem Oxford CIC is the Data Controller, regardless of format, media or location.

More specifically, this policy governs Eventbrite (which we use for event bookings), Google drive (for storage) and our email server (for email) and Mailchimp (for email communications). This policy is designed to protect all users, members of the public and staff, and young people who choose to engage with Tandem Oxford CIC. This policy was last updated on 6th June 2018.

4. Policy Compliance

This policy is to be adhered to by all Tandem Oxford CIC staff and volunteers using the above systems. Failure to comply with this policy may lead to disciplinary action.

It should also be noted that any information - including emails and attachments - may need to be disclosed under the General Data Protection Regulations, or the Freedom of Information Act 2000.

5. Review and Revision

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 12 months.

Policy review will be undertaken by the Board of Directors.

6. Information Collection

We collect personal information in three ways:

Information you give us: For example when you sign up for newsletters via our website, send us a completed contact form or make an event booking via Eventbrite, we'll store personal information provided such as your name, email address and organisation. We will also keep a record of your purchases and contact preferences.

Information about your interactions with us: When we send you a mailing we store a record of this, including which emails you have opened and which links you have clicked on.

ID information when you attend specific courses: For certain courses or workshops, we require you to present ID.

7. Communications via Mailchimp

Email marketing is sent via Mailchimp, and we use the platform to store your contact details, email preferences and a record of which emails you have opened and which links you have clicked on.

8. Online Bookings via Eventbrite

We use Eventbrite to host and process bookings for all our Tandem Oxford CIC events. All event bookings paid for by debit/credit card are processed via Eventbrite, and Tandem Oxford CIC does not have access to your payment details. Please view Eventbrite's privacy policy and terms of service for full information on how the platform uses your data.

By making an online booking, you consent to your data being shared with relevant members of the Tandem Oxford CIC team and course leaders.

9. Legal Basis for Using your Data

There are two legal bases under which we may process your data.

Contract purposes: When you make a purchase from us, sign up to one of our programmes or make a donation, you are entering into a contract with us. In order to perform this contract we need to process and store your data. For example, we may need to contact you by email or telephone in the case of cancellation of a course, or any problems with your payment. We may also need to take a copy of your ID.

With your explicit consent: For any situations where the above base is not appropriate, we will instead ask for your explicit consent before using your personal information in that specific situation.

10. Security of your personal data

We will put in place appropriate safeguards (both in terms of our procedures and the technology we use) to keep your personal data as secure as possible.

11. Storing your personal information

We will only store your personal information for as long as necessary for each process, and you can ask for your information to be deleted at any point by emailing nina@tandemcollective.org.

12. Your rights to your personal information

You have a right to request a copy of the personal information that we hold about you and to have any inaccuracies in this data corrected. Please email nina@tandemcollective.org to request a copy of your data.