



Our Privacy Policy

We take our responsibility to respect and protect your personal data seriously. This Policy explains when and why we collect data about people, how we use it, and how we keep it secure. We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes.

Riverbank Trust is committed to protecting the privacy of everyone involved in the work of the charity including – partner churches, donors, families, volunteers and newsletter subscribers. The personal data you share with Riverbank Trust will be used to support our vision – ‘to see vulnerable families transformed by the love of Jesus, empowered by friendship and sharing community with others’; through reaching churches, training volunteers, fundraising, gathering prayer support, and sharing the vision.

Collecting Data

We will collect personal data from you when you enquire about our activities, register with us, make a donation to us or otherwise provide us with personal data. We may also receive data about you from other people or organisations, for e.g. if someone makes a referral to us or when you set up a fundraising page.

The types of personal data collected might include name, date of birth, email address, postal address and telephone number.

Why Does Riverbank Trust Gather Personal Data?

Personal data is any information that identifies you as an individual. We may collect and use personal data for a variety of purposes, such as:

- Processing a volunteer application or for the training and ongoing support of volunteers
- Registering children and parents for Riverbank support and activities
- Evaluation of the effectiveness of our activities
- Accessing external services, such as food banks, Individual grant applications
- Recruitment and professional development of staff
- Sending newsletters and prayer requests
- Fundraising activities

Who has access to your data?

We collect, use and disclose personal data only for the purposes that a reasonable person would consider appropriate for the administration and management of a charity that supports vulnerable families.

Access to your personal data is on a “need to know” basis. We inform our staff of the importance of protecting your personal data. We also advise all staff, trustees and volunteers that personal data obtained through their role cannot be used for any purposes other than authorised Riverbank Trust work.



Our Privacy Policy (cont.)

How Does Riverbank Trust ensure privacy and security?

Your data is stored securely (e.g. in password-protected documents and pin-protected mobile phones). We will not pass on your data to third parties, without your consent. We will not share your data with third parties for marketing purposes.

We retain the right to share data regarding safeguarding as our duty of care requires.

Financial Giving Information

Access to information regarding your financial giving to Riverbank Trust is restricted to relevant staff and trustees (e.g. our Treasurer). We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid).

Feedback Forms & Registration Forms

Feedback Forms can be written anonymously. If personal data is collected on the form, it is stored securely and only accessed by relevant staff.

Registration forms collected with personal data are stored securely and only accessed by relevant staff.

Quotations

Direct quotations (for e.g. on the website, social media, leaflets, newsletters) are anonymous or we change the name used to protect identity and privacy and we will always ask for permission which can be withdrawn at any time.

How Long We Hold Your Information For

We only keep your personal data for as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations (for example, the collection of Gift Aid). You may ask us to remove your details at any time.

Your Rights

You have a choice about whether you wish to receive information from us or not. We will only send you information if there is a legitimate interest (such as details of a relevant support group) or you have specifically asked us to send you something (like our newsletter or prayer requests). If you would rather not receive communication from us you can ask us to stop at any time.

The accuracy of your data is important to us. If our records are inaccurate or your contact details change, please email us at contact@riverbanktrust.org and we will correct your data.

You have the right to ask for access to personal data Riverbank Trust holds about you. If you are not satisfied with our response or believe we are processing your personal data which is not in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

Policy Review

We keep this policy under regular review. This policy was last updated in May 2018.