



# Privacy Policy

## Our contact details

**Name:** Refugees Welcome in Richmond (RWinR)

**Secretary and Data Controller:** Valerie Booth

**E-mail:** [refugeeswelcomeinrichmond@gmail.com](mailto:refugeeswelcomeinrichmond@gmail.com)

## The type of personal information we collect

We currently collect and process the following information:

- Name, date of birth and preferred title.
- When useful to do so we hold special category data such as racial or ethnic origin, religious beliefs, data concerning health and sexual orientation.
- Contact information, such as home and/or work address, email and telephone numbers, and the IP address of those using our website.
- Information relevant to the delivery of our services such as health, well-being, needs of social support and connections to other support services.
- Relationship with RWinR: e.g beneficiary, volunteer, donor, follower or active supporter.
- Preliminary information in relation to possible beneficiaries, volunteers or supporters to create potential relationships and partnerships.
- In the case of donors, relevant financial information may be held in order to accept donations and process Gift Aid.

- If you visit our website at [refugeeswelcomeinrichmond.org](https://refugeeswelcomeinrichmond.org), we have a separate but related [website privacy and cookies policy](#) regarding the information we collect via our website.

## How we get the personal information and why we have it

Most of the personal information we process is provided to us by direct communication with the individual. This information is collected through digital communication (such as text, WhatsApp, website enquiries/visits), phone calls, in-person assessments and Volunteer Forms. Details may be passed on by a referral from a known party such as a friend, charity or social service, if the person has given permission for them to do this.

Only RWinR data processors who need the information in order to deliver RWinW services will have access to data.

RWinR will only contact an individual for at least one of the following reasons:

- To enable refugees to be welcomed into the local community, helping their well-being and successful integration;
- To provide a link to other support services;
- To provide information and communication about RWinR services;
- To engage new supporters;
- To enable donations;
- To make new partnerships or engender mutually beneficial relationships;
- To understand how to improve our work and communications.

Under the General Data Protection Regulation (GDPR), details are not shared with any other parties. The lawful bases RWinR relies on for processing this information are:

(a) Your consent.

You can remove your consent at any time by emailing "Stop communication" to [refugeeswelcomeinrichmond@gmail.com](mailto:refugeeswelcomeinrichmond@gmail.com)

(b) Contract: the processing is necessary for a [contract](#).

(c) We have a [legal obligation](#).

(d) We have a [vital interest](#) (such as a serious health or safeguarding issue).

(e) We need it to perform a [public task](#).

(f) We have a [legitimate interest](#).

## How we store your personal information

### Email communication

RWinR has grown from a small network of community members responding to local refugee needs. The small and personal scale of this support has led to our personal email addresses being used for communication. We are in the process of setting up an RWinR-hosted email system to provide email addresses for RWinR volunteers.

While we transfer to a new email system, all RWinR committee members and befrienders will ensure that no personal data is held in email communication.

### Mobile phone use

RWinR has not had the funds or organisational capacity to provide volunteers with RWinR mobile phones, but we are researching the possibility of providing them. We depend on the use of volunteers' personal phones for communication.

To aid digital security, data volunteers are required to follow risk-mitigating practices listed below:

1. Delete any personally identifiable information shared.
2. Volunteers must not hold photos of beneficiaries without written permission from the beneficiary and special authorisation from RWinR committee members. (See our [Audio and Visual Media Policy](#)).
3. Volunteers should find out how to remotely lock their phone/laptops should they be lost/stolen.
4. Phone apps and operating systems should be updated.

5. Volunteers should not connect to unknown potentially insecure Wi-Fi hotspots.

Where information is stored digitally, access to personal data is restricted by password and accessible only by authorised personnel. The only RWinR data processors with access to personal details will be those operators who need the information in order to deliver RWinR services.

Paper records are kept in locked cabinets, not accessible to anyone without permitted access.

We keep relevant information for an appropriate amount of time to deliver our services. If we have not had communication providing a legal purpose to continue to hold the information after two years, we will then dispose of such information by shredding paper documents and deleting digital files.

## 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 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 [refugeeswelcomeinrichmond@gmail.com](mailto:refugeeswelcomeinrichmond@gmail.com) if you wish to make a request using the subject line: "Subject access request".

### How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Refugees Welcome in Richmond

[refugeeswelcomeinrichmond@gmail.com](mailto:refugeeswelcomeinrichmond@gmail.com)

You can also complain to the 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

ICO helpline number: 0303 123 1113

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



I have read this Privacy Policy and I give permission for RWinR to hold my data.

Name .....

Signed .....

Date .....