



Let Me Know

Full Privacy Notice

This Privacy Notice explains when and why we collect personal information about you, how we use it and the conditions under which we may disclose it to others. Your personal data is defined as any information that can directly or indirectly identify you. This notice also explains how we keep your data safe and secure and includes information you need to know about your rights and how to exercise them.

If you have any questions regarding our Privacy Notice and our use of your personal data or would like to exercise any of your rights, please get in touch via the following information:

Email us: dataprotection@justletmeknow.org

Telephone us: 0203 916 5291

Write to us: 85-87 Bayham Street, London, NW1 0AH

Data Protection Officer: Hope & May – Erika De Filippo erika@hope-may.com - Helpline 0330 111 0013

If you are unhappy with the way we process your data, you can also make a complaint to the Information Commissioner’s Office (ICO) which regulates the use of information in the UK. They can be contacted by:

Telephone 0303 123 1113

Write to the ICO: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Or by going online to www.ico.org.uk/concerns

If you are based outside of the UK, the complaint should be directed to the relevant Data Protection Supervisory Authority in that Country.

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1. Who are we?

We are **Let Me Know** and for the purposes of UK Data Protection Law we are registered as a Data Controller under registration number ZB409548.

In this Notice, 'LMK', 'we', 'us', 'our' means:

Let Me Know (charity registration number 1191149) with a registered address at 85-87 Bayham Street London NW1 0AG.

At LMK, we educate young people about healthy and unhealthy relationships, giving them the tools to recognise and avoid abusive situations.

2. The personal data collected, how and why we collect it and on what lawful basis

Appendix 1 – Human Resources (employees, trustees, job applicants and volunteers)

Appendix 2 – Service Users

Appendix 3 – Fundraising and Engagement

Appendix 4 – Website Visitors and cookies

3. Fundraising and Marketing Communications

Your contact details may be used to provide you with information about our services or our fundraising opportunities via:

- **Post**

We may use our legitimate interest to send you fundraising or marketing communications by post. If you prefer not to hear from us this way, please get in touch by using any of the contact details listed at the top of this notice.

- **Phone**

If you have provided us with your telephone number or email address, we may contact you by phone with fundraising and marketing communication under our legitimate interest (unless you are enrolled to TPS or you told us not to do so).

- **Email, text or other electronic message**

We will only send you fundraising and marketing communications by email, text or other electronic message if you have explicitly provided your consent or if you have been involved in a commercial transaction with us. You may opt-out of our fundraising and marketing communications at any time by clicking the unsubscribe link at the end of our marketing emails. Alternatively, you can get by using any of the contact details listed at the top of this notice.

When you give us consent to receive marketing and fundraising communications, we will monitor consent and ensure that you still wish to receive such communications by occasionally reaffirming your consent with us. Our approach is designed to uphold your privacy and information rights, to respect your choices, and to ensure we are not intrusive.

If you want to know more about our Fundraising and Engagement and how we use the data for these purposes, please refer to Appendix 3.

4. Social media and digital advertising/marketing

We use the following to keep in touch with you through digital channels:

List-based retargeting - If you have given us permission to receive email communications from us, we sometimes upload your email address (in an encrypted format) to social media platforms such as Facebook, Instagram and Twitter. Those platforms will then show our digital advertising campaigns to you as well as identifying audiences with similar interests to yours.

If you don't want to receive this type of targeted advertising on social media, you can opt out at any time by emailing dataprotection@justletmeknow.org. Please note that if you do choose to opt out, it will not stop our advertisements being shown to you on a randomised basis.

5. Your Rights

Under data protection laws in the UK and EU, you have certain rights over the personal information that we hold about you. Here is a summary of the rights we think apply:

a) Right to be Informed

You have the right to be informed as to how we use your data and under what lawful basis we carry out any processing. This Privacy Notice sets this information out; however if you would like further information or feel that your rights are not being respected, please get in contact with any of the details listed above.

b) Right of Erasure – also known as the right to be forgotten

You may ask us to delete some or all of your information we hold about you. Sometimes where we have a legal obligation, we cannot erase your personal data.

c) Right to Object

You have the right to object to processing where we are using your personal information such as where it is based on legitimate interests or for direct marketing.

d) Inaccurate personal information corrected

Inaccurate or incomplete information we hold about you can be corrected. The accuracy of your information is important to us, and we are working on ways to make this easier for you to review and correct the information that we hold about you. We will also carry out an annual accuracy check. If any of your information is out of date or if you are unsure of this, please get in touch through any of the contact details listed in this notice.

e) Right of restriction

You have a right to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy, or we are not lawfully allowed to use it.

f) Right to Access your information

You have a right to request access to a copy of your personal information that we hold about you, along with the information on what personal information we use, why we use it, who we share it with, how long we keep it for and whenever it has been used for automated decision making. You can make a request for access free of charge and proof of identity is required.

g) Automated decision making and profiling

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We currently do not undertake automated decision making in our

HR department. We may profile information about our potential donors. You have the right to question the outcome of automated decisions and our profiling activities that may create legal effects or create a similar significant impact on you.

h) Right to withdraw consent

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data.

6. Keeping your information safe

We take looking after your information very seriously. We have implemented appropriate physical, technical and organisational measures to ensure that your personal information is secure when under our control, both on and offline, from improper access, use, alteration, destruction, and loss.

When we are provided with personal information about you, steps are taken to ensure that it is treated securely. Electronic data is stored on a secure server and is accessed via password-protected computers that are used only by our employees.

Any personal information that is shared with third parties mentioned in this privacy notice will be communicated via secure email systems. We have put appropriate systems in place to enable third parties to communicate information securely, and third parties are provided with information regarding how to do so. We cannot, therefore, be held accountable for the security of any personal information sent from a third party which is not sent via secure arrangements. Whilst we make every effort to protect your personal information, we cannot guarantee the security of any information you transmit to third parties, and you do so at your own risk. When we receive information about you, best efforts are made to ensure its security on their systems.

7. Transferring your information outside of the United Kingdom

Where personal data is stored outside of the UK and the EU, safeguards to protect personal data may include, but are not limited to, the UK Addendum used in conjunction with the EU Standard Contractual Clauses (SCCs), or UK International Data Transfer Agreement (IDTAs). Such safeguards will be subject to Transfer Risk Assessments (TRAs).

8. Making a complaint

If you think your data rights have been breached or you are not happy with how we handle your data, you are able to raise a complaint with us by contacting dataprotection@justletmeknow.org. You can also contact the ICO at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

9. Changes to our Privacy Notice

This privacy notice is kept under regular review. If we make any significant changes to the way in which we process your information, we will make the required changes to this Privacy Notice and will notify you so that you can raise any concerns or objections with us. When making less impactful changes, we'll update this notice and post a summary of the changes on our website.

1. APPENDIX 1 – Human Resources (including Youth Advisory Board)

Freelancers, job applicants and current and former employees, trustees, volunteers, and Youth Advisory Board members

We have produced an easy-read version of this section specific for the Youth Advisory Board members. This is provided to young people at the time of the application.

How and when do we collect information about you?

You provide several pieces of data to us directly during the recruitment period and subsequently upon the start of your employment/engagement.

In some cases, we will collect data about you from third parties, such as employment agencies (for example, Charity Job and LinkedIn) or former employers when gathering references.

What types of information is collected about you and who provides it?

We keep several categories of personal data on our employees in order to carry out effective and efficient processes. We keep this data in a personnel file relating to each employee and we also hold the data within our computer systems, for example, our holiday booking system.

Specifically, we may process the following types of data:

- personal details such as name, address, phone numbers
- names and contact details of your next of kin/emergency contact
- your photograph, your gender, marital status
- footage of organisation events where you may appear
- information of any disability or other medical information you have disclosed
- right to work documentation
- information gathered via the recruitment process such as that included in a CV, cover letter or application form, references from former employers, details on your education and employment history etc
- National Insurance number, bank account details and tax codes
- information relating to your employment with us (e.g. job title, job description, salary, terms and condition of the contract, annual leave records, appraisal and performance indication, formal and informal proceedings involving you such as letters of concern and disciplinary, disciplinary and grievance proceedings).
- internal and external training modules undertaken
- information on time off from work including sickness absence, family related leave etc
- IT equipment use including telephones and internet access
- your biography and picture for the website
- information on your race and religion for equality monitoring purposes
- IT equipment use including telephones and internet access
- Name of the carer or parent if you are a Youth advisor under 18's.

We may also process special categories of data which include health information, sexual orientation, race, ethnic origin, political opinion, religion, trade union membership, genetic and biometric data. We may also process criminal records information if the role involves DBS check.

How is the information used?

We are required to use your personal data for various legal and practical purposes for the administration of your contract of employment or your volunteer/trustee/youth advisory board agreement, without

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which we would be unable to employ you. Holding your personal data enables us to meet various administrative tasks, legal obligations, or contractual/agreement obligations such as paying your salary and/or expenses, paying taxes, making necessary adjustments to facilitate your work for us, tracking your performance, administering leave etc.

Lawful basis for processing

We mainly use 'contractual obligation' as a lawful basis for processing your personal data for employees, job applicants and freelancers. We mainly use 'legitimate interest' for trustees, volunteers, and Youth Advisory Board members. We may also have a legal obligation to process and share your data, for example we need to share salary information with HMRC or use some of your data to enrol a new employee on a pension scheme.

When collecting ethnicity and disability information (special category of data) at the time of a Youth Advisory Board member enrolment, our intention is to monitor and ensure equality and we rely on Art 9 (g) substantial public interest supported by DPA 2018, Schedule 1 Part 2 paragraph 8 - Equality of opportunity and treatment.

During your employment/engagement with us, we may ask you to complete an EDI survey which is anonymous.

We may collect health data (special category of data) in order to manage sickness/absence procedures and determine reasonable adjustments. We may rely on Art 9 (b) in the field of employment - Condition 1 DPA 2018 (Health and Safety at Work Act 1974).

We may ask for your consent when processing videos/pictures of the organisations' events where you may be identifiable. If you are a Youth Advisory Board member and under 18, we will ask for consent from a parent or carer.

We may rely on our legitimate interest for processing activity such as keeping supervision and appraisal records; using your image, bio on our website or marketing/fundraising materials to promote the charity.

When processing criminal records (for example, in order to perform DBS check), the organisation relies on the lawful basis of legitimate interest, and Condition 10 from Schedule 1, DPA 2018, ("preventing or detecting unlawful acts")

How long do we keep your data?

We only keep your data for as long as we need it for, which will be at least for the duration of your employment/engagement with us, though in some cases we will keep your data for a period of 6 years (3 for Youth Advisory Board members, for volunteers/trustees) after your employment/engagement has ended. If you've applied for a vacancy but your application has not been successful, we will keep your data only for 3 months. This period may be extended to 9 months if we have sought your consent to keep your data on file for future vacancies, and you have provided consent.

Some data retention periods are set by the law. Retention periods can vary depending on why we need your data. Please get in touch by contacting us at dataprotection@justletmeknow.org if you want to know more about the retention period.

Data is destroyed or deleted in a secure manner as soon as the retention date has passed.

Confidentiality, Data Sharing and Safeguarding

Employees within our company who have responsibility for recruitment, administration of payment and contractual benefits and the carrying out of performance related procedures will have access to your data, which is relevant to their function. All employees have been trained in ensuring data is processed in line with UK GDPR and the Data Protection Act (2018).

Data in relation to your salary is shared with HMRC as part of our legal obligation. Data may be shared with third parties for the following reasons: for the administration of payroll, pension, administering other employee benefits (such as Bupa Health insurance if an employee wants to receive benefits). When sharing with third parties, we have data sharing, processor agreements or contracts in place to ensure data is not compromised. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

To comply with our duty of care and safeguarding, we may need to pass some information, for example, raising safeguarding concerns with the authorities. In such circumstances, we may apply the following lawful basis:

- Where an individual's life may be at risk, we may process the data according to the UK GDPR Article 6(d) where such processing is vital to the individual's life (e.g in a life threatening situation)
- Where an individual or child is at risk – UK GDPR Article 6(f) legitimate interest, Article 9(g), substantial public interest, DPA 2018 Schedule 1, Part 2 paragraph 18 Safeguarding of children and of individuals at risk (e.g when there are safeguarding concerns)
- Where an individual is at economic risk – UK GDPR Article 6(f) legitimate interest, Article 9(g), substantial public interest, DPA 2018 Schedule 1, Part 2 paragraph 18 Safeguarding of economic well-being of certain individuals (e.g when there are concerns around financial exploitation)

Youth Advisory member, Research and Evaluation

If you are a member of the Youth Advisory Board, there may, on occasion, be the opportunity to become involved in research and evaluation relating to our programmes. You are under no obligation to become involved in any research and this will not impact upon the service you receive. You will only be involved in a research project if you are happy to do so. For the time being, our evaluation programme collects only anonymous data.

2. APPENDIX 2 – Service Users (programme attendees)

Type of information collected and why, who provides it, when and lawful basis for processing

At the moment, we do not collect information about our programme attendees. Programme attendees are booked into our programmes via the organisation they work for or via the school they attend, and we do not hold any personal information. However, we may take footage of our programmes for marketing and communication purposes where they may appear – we take footage and process this type of data under their consent.

How long do we keep your data for?

The only personal data we retain are potential footage of our programmes for marketing and communication purposes. We retain these for a period of 6 years after the data has been gathered. After this time, personal data will be reviewed and securely destroyed.

Confidentiality, Data Sharing and Safeguarding

To comply with our duty of care and safeguarding, we may need to pass some information raising safeguarding concern with the authorities. In such circumstances, we may apply the following lawful basis:

- Where an individual's life may be at risk, we may process the data according to the UK GDPR Article 6(d) where such processing is vital to the individual's life (e.g in a life threatening situation)
- Where an individual or child is at risk – UK GDPR Article 6(f) legitimate interest, Article 9(g), substantial public interest, DPA 2018 Schedule 1, Part 2 paragraph 18 Safeguarding of children and of individuals at risk (e.g when there are safeguarding concerns)
- Where an individual is at economic risk – UK GDPR Article 6(f) legitimate interest, Article 9(g), substantial public interest, DPA 2018 Schedule 1, Part 2 paragraph 18 Safeguarding of economic well-being of certain individuals (e.g when there are concerns around financial exploitation)

Research and Evaluation

There may, on occasion, be the opportunity to become involved in research and evaluation relating to our programmes. You are under no obligation to become involved in any research and this will not impact upon the service you receive. You may be only involved in a research project only if you are happy to do so. For the time being, our Evaluation program collects only anonymous data.

3. APPENDIX 3 – Fundraising and Engagement

Type of information collected and why, who provides it, when and lawful basis

When you make a donation

Information is provided by you via a donation form on our website or via third party donation platforms (e.g. Just Giving and The Big Give). The information gathered may be name, email address, Gift Aid sign up, company name if donation made by an organisation, donation details, reasons to engage, postal address.

This information allows us to process your donation, and deal with any potential enquiry. We rely on the legitimate interest to process this data.

When you sign up to our fundraising-engagement-challenge events

Information is mainly provided by you via our website forms or via third party platforms (e.g. London Marathon, Run for Charity, Eventbrite). The information gathered may be name, email address, company name if applicable, donation/payment details, reasons to engage, postal address, email address, health and safety information, clothing size or next of kin details, contact preferences etc.

This information allows us to administer your sign up, process payments, and deal with any potential enquiry. We rely on the legitimate interest or contractual obligation to process this data.

During our fundraising-engagement-challenge events

Photographs and video recording of people attending where you may be included. This information allows us to showcase our work and have effective external communication. We rely on our legitimate interest to process this data.

When you show interest in supporting us and decide to contact us

Information is provided mainly by yourself, via online forms or phone/email conversations with us. The information gathered may be occupation, title, details of any correspondence with LMK, DOB, fundraising appeals responses, event participations with LMK, details of your reasons to engage with LMK, including your experience with domestic violence or relationship abuse.

This information allows us to deal with your enquiry and shows you how to get engaged. We rely on our legitimate interest to process this data.

Philanthropy

From time to time, in the case of a generous donation or in order to identify potential high value supporters, we may use profiling and screening techniques using only publicly available information. Examples of publicly available resources that we use are: online registries such as Companies Houses and Boardex, LinkedIn, professional profiles on social media (Facebook, Instagram and TikTok.)

We would gather publicly available information regarding previous charity support, connection to our cause, credibility, geographical information, demographics, financial soundness, career information, peer networks and other publicly available information (e.g., age, address, listed directorships, hobbies and interests).

If you have already engaged with us, we may also profile information that you have provided during your engagement, including information such as occupation, title, details of any correspondence had with LMK, DOB, fundraising appeals responses, event participations with LMK, details of your reasons to engage with LMK.

This information allows us to comply with our due diligence in case of a generous donation - the Charity Commission does require us to know where funds have come from, as well as any conditions attached to them.

This information also allows us to understand how likely it is that you would be interested in supporting us so that we can better tailor our communications and make sure that we only talk to you about a financial level of giving that is appropriate to you.

We rely on our legitimate interest in order to profile and screen your information. If you would rather we did not do this, please just let us know and we will, of course, respect your wishes. Otherwise, following our initial profiling and screening, we will contact you either via phone (via legitimate interest) or via e-communication (texts, emails, e-messages) if consent has been provided. During our conversation, we inform you of our data processing and of your rights as data subject (which include your rights to object, to restrict our processing and to have your data deleted). If you are happy to engage with us, we'll proceed with establishing our relationship with you, which will include further engagement and profiling.

Additionally, we sometimes ask existing supporters and Trustees whether they would be prepared to open their networks up to us. An existing supporter may tell us about an individual previously unknown to us and facilitate an introduction. In this scenario, we would check that the person in question is registered on the TPS or FPS and exclude them if their details have been registered on either of these registries. We would then advise our Trustee or existing supporter about our data responsibilities and ask them to ensure that the person they would like to introduce to us is happy for an introduction to take place. Following the introduction, we would direct the individual to this privacy notice and confirm their marketing consent preferences before communicating with them further. We will also share a link to our privacy notice in the footer of all our email communications.

How long do we keep your data for?

If we process your data based on a contractual obligation, we keep your data for 6 years. If we use your consent, we keep your data until you're happy for us to store it. In case of our legitimate interest, we may keep your data as long as it's necessary. Data is destroyed or deleted in a secure manner as soon as the retention date has passed.

If you wish to know more about our data retention, please contact us at dataprotection@justletmeknow.org

Confidentiality - who do we share your data with?

We do not share or sell your data with third parties.

Financial transactions on the website

We ensure our providers encrypt credit or debit card details on our online donation page, which means that they can't be intercepted and subsequently accessed. We redact all bank details that are provided to us during the course of setting up Direct Debits and do not store credit card details.

Financial transactions relating to our website and services are handled by our payment/donation service providers, Donor Box and Stripe. You can find information about the payment services providers' privacy policies and practices at:

- o *Stripe (URL <https://stripe.com/gb/privacy>)*
- o *DonorBox (URL <https://donorbox.org/privacy>)*

All debit and credit card details are processed securely by our payment processing partner, according to the Payment Card Industry Security Standards.

If you are donating or signing up to an event using a third party (e.g. Just Giving, The Big Give, London Marathon, Run for Charity), please also refer to the privacy notice published on their websites.

4. APPENDIX 4 – Website visitors and cookies

When you visit this website

We may, like many companies, automatically collect the following information when you visit our website:

Technical information, including the type of device you're using, your IP address, domain name, the date and time of your visit, the pages you accessed, documents you downloaded, the previous website you have visited and type of browser you are using.

We collect and use your personal information by using cookies on our website - more information on cookies can be found under 'the use of cookies' section below. Wherever we use non-essential cookies we will request your consent.

Social Media

When you interact with us on social media platforms such as Linked-In, Instagram, Facebook and Twitter, we may obtain information about you (for example, when you publicly tag us in an event photo). The information we receive will depend on the privacy preferences you have set on those types of platforms.

Cookies

Like many other websites, this website uses 'cookies'. 'Cookie' is a name for a small file, usually of letters and numbers, which is downloaded onto your device such as your computer, mobile phone, or tablet. Cookies allow websites to recognise your device so that the sites can work more efficiently and gather information about how you use the site.

How do we use Cookies?

We use cookies to distinguish you from other users of our website. This helps us to provide you with a positive experience when you come to our website.

The Cookies we use

We use the categorisation set out by the International Chamber of Commerce in their UK Cookie Guide.

We use the following types of cookies:

- Authentication - We use cookies to identify you when you visit our website and as you navigate our website
- Status - We use cookies to help us to determine if you are logged into our website
- Personalisation - We use cookies to store information about your preferences and to personalise the website for you
- Security - We use cookies as an element of the security measures used to protect user accounts, including preventing fraudulent use of login credentials, and to protect our website and services generally
- Advertising - We use cookies to help us to display advertisements that will be relevant to you
- Analysis - We use cookies to help us to analyse the use and performance of our website and services

No cookies, please.

You can opt-out of all our cookies (except the essential cookies). If you have any questions about how we use cookies, please contact us.

Links to other websites

This site contains select links to external sites. Care has been taken to ensure that any sites listed on our website are reputable and relevant to our services.

As you probably realise, once you use these links, we do not have any control over how that external site may use your personal data, so we cannot be responsible for the protection and privacy of any information you provide whilst visiting those sites.

Please do exercise caution and look at the privacy notices applicable to external sites.

From time to time, there may be videos embedded in the website for information purposes. When viewing these videos, information may pass from this website to Vimeo or YouTube in order to play the videos. This information is passed via the use of cookies, and you have the option to opt in or out of certain cookies by using our cookie consent tool.

Version Control

Version	Author	Copy	Purpose / change	Date
0.1	S. Thakrar	Draft	First draft for Trustee comment	03_2021
0.2	S. Thakrar	Draft	Second Draft for Trustee comment	04_2021
1	S. Thakrar	Final	Approved by the Board	29_04_2021
1.1	S. Thakrar	Draft	Second Draft for Trustee comment	10_2021
2	S. Thakrar	Final	Approved by the Board	21_10_2021
2.1	S. Thakrar	Draft	Developed by DPO (Hope & May)	10_2022
3	S. Thakrar	Final	Approved by the board	
			Next review date	Jan 2024