

StandOut Privacy Notice

This policy explains how and why we use your personal information.

When we refer to “we” or “us” we mean **StandOut**.

In this policy we use the term **personal information** to mean any information that identifies you. For example, your name, your contact details.

Contact details

StandOut Programmes is a registered charity (charity number 1177813).

Our email is info@standout.org.uk and our address is Unit 409, China Works, Black Prince Road, London SE1 7SJ.

Personal information we collect and use

Visitors to our website

Our website uses cookies that allow you to navigate and use key features on our site. A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive. We do not use any analytics or performance cookies. You can find a full list of the cookies that our website uses here: <https://support.squarespace.com/hc/en-us/articles/360001264507>

We use a third party supplier to help maintain the security and performance of our website.

People who contact us via our website or social media

If you send us a private or direct message via social media, or an email via our website, we will only use your personal information if we are satisfied that we have a legitimate interest to do so (for example, in order to respond to a specific query or to pass on information).

Marketing

We would like to keep in touch with you about the work that we do, events that we organise, and ways in which you can support us (for example, by volunteering your time, by giving a financial donation, or by giving us donations-in-kind).

We will only send you **marketing communications by email** with your consent. We will add your name and email contact details to our marketing database and we will share this information with our third party provider, Mailchimp, to deliver the emails to you.

You can opt out of email marketing by clicking the 'unsubscribe' link in any of our emails or you can contact us (see Contact details above) at any time to opt out, change your contact details or to update your communication preferences.

From time to time, we may send you **marketing communications by post** if we are satisfied that we have a legitimate interest to do so. You can contact us (please see Contact Details above) at any time to tell us that you no longer wish to receive marketing by post or to update your postal contact details.

We may occasionally make **telephone calls** to you, although we do not regularly carry out telephone marketing and we never use automated calling systems. We will only contact you by phone if we are satisfied that we have a legitimate interest to do so and we will always check the telephone preference service and our own marketing preference records before we make any telephone marketing calls to you. You can contact us (please see Contact Details above) at any time to tell us that you no longer wish to be contacted by telephone for marketing purposes.

Sharing your personal information

We may share your personal information:

- with our suppliers (we have contracts with all of our suppliers that require them to keep personal information confidential)
- if we are under a legal duty to disclose or share your personal information or where we need to share information with a regulator
- to another legal entity, on a temporary or permanent basis, for the purposes of a joint venture, collaboration, merger, reorganisation, change of legal form, dissolution or similar event

Data Security

We have appropriate security measures in place to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

- We hold data electronically in our secure document management system
- We store papers in lockable cabinets in our offices when not being actively used
- We regularly back up and encrypt the data we hold
- We ensure that our employees, agents and contractors are aware of their privacy and data security obligations
- We limit access to your personal information to those employees, agents, contractors and other third parties who have a need to know
- We do not transfer your personal information to countries outside the European Economic Area (EEA)

- We dispose of or delete your data securely

We have procedures in place to deal with any suspected personal data security breach and to ensure we comply with our breach notification obligations.

Retention and deletion

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Our default retention period for communications records is 2 years from the date you get in touch with us. This retention period may be extended, for example, if there is an on-going investigation relating to the information.

If you unsubscribe from our marketing communications, we will keep your name and contact details on our marketing suppression list for 10 years to make sure we do not contact you again.

Your rights

You have the right to:

- **Request access** to your personal information (commonly known as a “subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are processing it lawfully.
- **Ask us to correct personal information** that we hold about you which is incorrect, incomplete or inaccurate.
- If you have given your consent to us processing your personal information, you have the right to **withdraw your consent** at any time. Once you have withdrawn your consent, we will no longer use your personal information and we will dispose of your data securely in accordance with our data retention policy (please see Retention and Deletion section above).

In certain circumstances, you also have the right to:

- **Ask us to erase your personal information** from our files and systems where there is no good reason for us continuing to hold it.
- **Object to us using your personal information** to further our legitimate interests (or those of a third party) or where we are using your personal information for direct marketing purposes.
- **Ask us to restrict or suspend the use of your personal information**, for example, if you want us to establish its accuracy or our reasons for using it.

- **Ask us to transfer your personal information** to another person or organisation.

If you want to exercise any of these rights, speak to someone from StandOut or get in touch with us (please see Contact details section above) .

Queries and Complaints

If you have any questions about this privacy notice or how we use your personal information, please speak to someone from StandOut or contact us (please see Contact Details section above).

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues - <https://ico.org.uk/make-a-complaint/>.