



Who are we

Launchpad is Reading's leading homelessness prevention charity, providing vital information and support for individuals, couples and families who don't have a stable place to live or are at risk of losing their home.

We are a data controller, and we are processing your personal data. The Privacy Notice applies to all personal data that we process in respect of individuals that use our website, clients that we support, visitors to our premises, supporters, donors, our contractors and suppliers, existing and potential employees, including consultants and other individuals that contact us. Personal Data means information that can reveal your identity such as your name, email, telephone number.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during our relationship with you.

Categories of data held

We may collect, use, store and transfer different kinds of personal data about you which we have described as follows:

- Identity Data including your first name and last name.
- Contact Data means the data we use to contact you including your billing address, delivery address, email address and telephone number.
- Financial Data means the payment method and card used to process your payments. We do not store or process your card details ourselves. These are processed and stored on one of our contracted third-party service providers.
- Transaction Data means details about transactions you have made on our website including the payments to and from you along with other details of any donations or products or services you have purchased from us.
- Technical Data means details about the device(s) you use to access our website including your internet protocol (IP) address, browser type and version, location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- Usage Data includes information about how you use our website, products and services. This includes your browsing patterns and information such as how long you might spend on one of our webpages and what you look at and for on our website, the page that referred you to our site and the click stream during your visit to our website, page response times and page interaction information (clicks you make on a page).
- Marketing and Communications Data includes your preferences in receiving marketing from us and your communication preferences.

Examples of data that we hold

- In the case of employees and potential employees only, we may collect certain sensitive data about you such as information concerning your racial or ethnic origin, trade union activities, physical or mental health). This information will be obtained when you apply for a job with us or if you have disclosed this during your employment with us.
- In the case of employees we will process your employment and career history, recruitment and termination details, attendance records, health and safety records, performance appraisals, training records, and security records.
- Images from CCTV systems that we operate in our properties and offices.
- In the case of our clients we may process family, lifestyle and social circumstances, including any information relating to your family and your lifestyle and social circumstances.
- In the case of our clients we may process financial details, including information relating to your financial affairs, such as income, benefits, pensions.
- In the case of our clients we may process personal data relating to criminal convictions and offences.
- In the case of supporters, in the process of making a donation, signing up to an event or our communications, and/or making an enquiry, we may process personal information including your name and address and contact details.

How we collect personal data

We use different methods to collect data from and about you such as when you fill in forms online, when you correspond with us by post, phone, email or gathering information from face to face meetings.

In the case of our clients we receive details in the 'Common Assessment Form' from Reading Borough Council. We may also collect data from third party sources, with your consent, but only where it is relevant to our relationship with you and in relation to your wellbeing and support needs. We may collect your data to carry out research and analysis.

If you are a potential employee, we may collect personal data about you through external recruitment agencies and through any background checks we may carry out with your consent.

How we use cookies

We may collect personal data through our use of cookies. Our website uses analytical cookies which recognise and count the number of visitors to our site and also allow us to see how visitors move around the site when they are using it. This helps us to improve the way our website works, for example by ensuring that users are finding what they are looking for easily. The information that we gather is completely anonymous and visitors to our website cannot be identified personally.

CCTV

CCTV is in operation in the following areas and is subject to the Launchpad CCTV Policy & Procedure;

- Lifeskills centre, 135 Cardiff Road, Reading
- Ajilon House, 1a Merchants Place, Reading
- Residential properties

Lawful basis

We will only use personal data of data subjects when the law permits, and we will use all such personal data in accordance with this Privacy Notice, the Data Protection Act 2018 and General Data Protection Regulation ("GDPR").

We will only use your personal data when the law allows us to do so. Most commonly the basis we will rely on to use your personal data is:

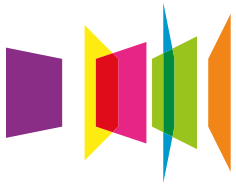
- Where we need to perform a contract and/or we are about to enter a contract and/or we have entered into a contract with you;
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation, for example where we are your employer or because a public authority compels us to; and
- Where you have given us your clear consent before the processing. You can withdraw your consent at any time by contacting us.

We will only send you direct marketing communications by email, direct mail or text if we have your consent. You have the right to withdraw that consent at any time by contacting us. We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

Purposes

We will use your data in a variety of ways:

- To register you as a supporter, donor or volunteer and to facilitate our communications with you;
- To manage payments and collect money owed to us, or to fulfil our contract with you;
- To manage our relationship with you (suppliers, donors, supporters, clients, employees and potential employees);
- To deliver goods and services to you;
- To use data analytics to improve the website or our services;
- To assess your suitability for a position you have applied for with us;
- To comply with our obligations as employer;



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- To keep accurate records and to exercise or defend our legal rights or comply with our legal obligations.
- To protect an individual from neglect or physical, mental or emotional harm, or to protect the physical, mental or emotional well-being of an individual.
- To prevent crime and protect buildings and assets (of Launchpad, of other occupants of the building and of their respective staff and visitors) from damage, disruption, vandalism and other crime.
- For the personal safety of staff and visitors (of Launchpad) and other members of the public and to act as a deterrent against crime
- To support law enforcement bodies in the prevention, detection and prosecution of crime

Disclosures

We may share your personal data with third parties that operate our systems such as our customer relationship management system, external IT systems (such as client support databases, HR and Finance systems) or our third-party professional advisors such as accountants, lawyers, or contractors (such as maintenance and debt collection agencies)

In respect of potential employees, your data will be shared internally with the recruitment team which consists only of those employees who need access.

In respect of our clients, we may also share your personal data with third parties in order to protect an individual from neglect or physical, mental or emotional harm, or to protect the physical, mental or emotional well-being of an individual.

Launchpad may allow law enforcement agencies to view or remove CCTV footage where this is required in the detection or prosecution of crime. Launchpad will keep a record of all disclosures of CCTV footage.

We may also share your personal data with public authorities including HM Revenue & Customs, when required by law to do so. We never sell your data or use it for any other purpose outside of this Privacy Notice.

Transfers

It may be necessary to transfer personal information outside the UK and the European Economic Area (EEA), to countries or territories around the world. We will ensure that any transfers of your personal data outside the EEA will only be made with appropriate safeguards to protect your enforceable rights and provide effective legal remedies.

Data Retention

We will only retain personal data for as long as strictly necessary to fulfil the purposes that it was collected including for the purposes of complying with any legal, accounting or report requirements and when we assert or defend legal claims. By law we have to keep basic information about our customers after they cease being our clients or donors for seven years.

Launchpad will also retain your personal data until it becomes inaccurate, at which time we will endeavour to bring the data up to date. If we are unable to verify the accuracy of your data, we will delete the appropriate records.

CCTV images are automatically deleted after 30 days.

Your rights

With regard to your personal data, you may contact us to request;

- withdrawal of your consent
- access to your data
- rectification or erasure of your personal data,
- a restriction of processing
- to object to processing and
- data be 'ported' to another Data Controller

We explicitly bring to your attention your right to object to our processing of your personal data. You have the right to object at any time to processing of personal data concerning you for marketing, which includes profiling to the extent that it is related to such direct marketing. Please use the contact details below if you wish to exercise any of your rights.

You are advised that you have a right to lodge a complaint with a supervisory authority. As a UK registered company, this would be the UK Information Commissioner.

Their contact details and other information and guidance can be obtained from www.ico.org.uk.

The data controller reference number at Launchpad is Z7445089.

Information security

Launchpad takes reasonable technical and organisational precautions to prevent the loss, misuse or alteration of personal data. All information provided is stored on secure (password- and firewall-protected) servers and devices.



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Privacy policy amendments

Launchpad may update this policy from time to time by posting revisions here. Please check here occasionally for any changes.

Other websites

Launchpad accepts no responsibility for the content, privacy policies or practices of other websites.

Contact us

You can use any of the channels below to contact us about your personal data.

Enquiries@launchpadreading.org.uk

Launchpad Reading, 1a Merchants Place, Reading, RG1 1DT

Telephone: 0118 950 7656