



Data Protection & Privacy Policy

Families in Grief (FiG) have always regarded the privacy of our families, volunteers and staff as fundamental to the operation of the service. Any personal data which you provide to us through any means (verbal, written, in electronic form, or by your use of our website) will be held and processed with the greatest of care and in accordance with the data protection principles set out in the General Data Protection Regulation 2018. Your consent to use this data enables us to meet the aims of the charity.

Introduction

The following provides information about our Privacy Policy and how we collect and use your data.

This policy only applies to data collected by FiG staff and volunteers verbally and via our own forms and website. Other organisations featured on our website are not covered by our policy. When you make contact with us and provide your personal details to us, you will be asked to consent to our processing of your data under the terms of this policy.

If you have any queries concerning your personal information or any questions on our use of the information, please **Email us:** on info@familiesingrief.org **Telephone us:** 01237 479027 or **Write to us at:** The Old School House, 13 Bridgeland Street, Bideford, EX39 2QE.

What is the General Data Protection Regulation that FiG will keep to?

Families in Grief will ensure that all personal data that it holds will be:

- Processed lawfully, fairly and in a transparent manner.
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- Adequate, relevant and limited to what is necessary.
- Accurate and kept up to date.
- Kept in a form which permits identification of data subjects for no longer than is necessary.
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage.

What information do we collect?

When you make contact with us for access to our services, making a donation, registering for an event, requesting training or for more general communication enquiries, we may ask for personal information. If you interact with us online whether that is making a donation or browsing our website, we also collect personal data. The personal data collected may include:

- Your name, e-mail address, telephone numbers, work/home address, etc.
- Details of contact that we have had with you regarding accessing our support services
- Details about your bereavement or circumstances
- Our correspondence and communications with you
- Information about any complaints and enquiries you make to us
- Information we receive from other sources
- Your IP address and information regarding what pages are accessed and when
- Your bank details for regular donations and information for Gift Aid declarations

Please note that if you make a donation online on our website or donate on a third party site like *JustGiving* or *Local Giving*, your card information is not held by us, it is collected by third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.

What do we use your information for?

We use the personal information we hold in the following ways:

- To provide you with support after a bereavement.
- To enable us to give operational support to our staff, volunteers and administrative staff.
- To evaluate the efficacy of the service.
- To notify you about changes to our services.
- To administer the handling of donations for financial control.
- To supply our funders with anonymised statistics and data analysis.

Use of 'cookies'

Like many other websites, the Families in Grief website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service. It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website. These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information anonymously. This includes: the number of visitors to the site, where visitors have come to the site from, and the pages they visited.

What information do we share?

We will **not share** any information about you with other organisations or people, **except** in the following situations:

- **Serious harm** FiG may share your information with the relevant authorities if we have reason to believe that you are at risk of being harmed, or harming yourself or another person. Every endeavour will be made to obtain your consent to this action.
- **Compliance with law** FiG may share your information where we are required to by law.
- **HMRC** For payroll and taxation purposes it is necessary to provide employee details to HMRC.

How do we keep your information safe?

All information you provide to us is stored securely. All paper forms and correspondence are kept in locked filing cabinets in a locked room on our premises. All electronic records are stored on our office computer or by reputable service providers (Microsoft Office 365) using secure internet cloud technology, all access to which requires password-protected authentication.

Unfortunately, the transmission of information via the internet is never completely secure. We will do our best to protect your information using industry-standard protocols and encryption but we cannot guarantee the security of data transmitted to us via email, including forms completed on our website. Any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to prevent unauthorised access. All emails sent by us containing personal data are sent via Egress a secure email platform that requires additional password and contains additional encryption.

Identifiable personal information is kept securely and separately from any session notes and other descriptive material.

Family Records will be kept on file until the youngest member of your family reaches 18, the age at which they are no longer eligible for FiG's support service. We do this so that we are able to fully support you if ever you need to come back to us for help after your initial support.

Our staff and volunteers are instructed to send all emails containing personal information via Egress, a secure and encrypted email service. Staff and volunteers are also instructed to keep telephone messages, text messages and emails containing personal information no longer than 3 months from their last interaction with FiG.

Staff records and application forms are deleted 6 years from the date of leaving. Personal data about *unsuccessful* candidates who have applied for jobs or volunteer positions at FiG will be kept for 6 years after the recruitment process is completed, when they will be disposed of securely.

Payroll information is kept securely on our secure online platform.

Your rights

According to the Information Commissioners Office, you have the right to:

- Access a copy of your personal information
- Request removal of your details, in certain circumstances
- Compensation for substantial damage or distress caused by data processing, where applicable

If you would like to discuss, access amend or delete and of your data and please **Email:** info@familiesingrief.org **Telephone:** 01237 479027 or **Write to us at:** The Old School House, 13 Bridgeland Street, Bideford, EX39 2QE.

You may withdraw your consent for us to hold and process your data at any time. You can withdraw your consent by contacting us.

Dealing with data protection breaches

Where staff, volunteers, families or contractors working for us, think that this policy has not been followed, or data might have been breached or lost, this will be reported immediately to the Data Protection Officer - the FiG CEO.

We will keep records of personal data breaches, even if we do not report them to the ICO.

We will report all data breaches which are likely to result in a risk to any person, to the ICO. Reports will be made to the ICO within 72 hours from when someone at Bereft becomes aware of the breach.

In situations where a personal data breach causes a high risk to any person, we will (as well as reporting the breach to the ICO), inform data subjects whose information is affected, without undue delay.

This can include situations where, for example, bank account details are lost or an email containing sensitive information is sent to the wrong recipient. Informing data subjects can enable them to take steps to protect themselves and/or to exercise their rights.

More information

If you have questions about your data or have a complaint about the way your personal data has been processed by Families in Grief, please email info@familiesingrief.org and we will look into this for you as a matter of priority. If you wish to take your complaint further, you can contact the Information Commissioner's Office (ICO), which is the independent regulatory authority who exist to uphold information rights in the UK. For more information, visit their website or call their helpline on 0303 123 1113.

Changes to this policy

We may need to update this policy periodically. If any substantial changes are made to this policy, notification will be placed on our website. This policy was last updated in May 2021.