



Chippenham Uniform Exchange C.I.C.

PRIVACY POLICY

This policy gives you information about how Chippenham Uniform Exchange C.I.C. processes your data. This policy applies to requests for uniform made directly using the Request Form. No data is collected when purchasing uniform at our pop-up shops.

Chippenham Uniform Exchange C.I.C. (referred to as Chippenham Uniform Exchange from here on) respects your privacy and is committed to protecting your personal data and being transparent about how we collect and use your data. We will comply with any data protection legislation in force in England & Wales. This policy explains how we use any personal information that you provide or which is provided to us by third parties, what data Chippenham Uniform Exchange keeps about you and/or your family, what Chippenham Uniform Exchange does with this data and your rights in relation to it.

The data Chippenham Uniform Exchange records about you.

In order to provide a request service to you we will record the following information: the name, role, organisation (if applicable) and email address of the person submitting the Request Form. We also record the name, age, sex and postcode of the child for whom the uniform is requested together with the name of the school that the child attends. We will also record details of the items of school uniform provided.

We record this data so that we can make sure our service meets your needs. We record your data so that we can contact you to raise any queries and confirm when the uniform is available to collect. We record your child's data to ensure we provide items of uniform that are most suitable according to the school uniform policy for the school and gender-specific styled items. We record your child's data to ensure that our service is delivered in line with our company objects. We record your data and your child's data and details of the items of school uniform provided to monitor the impact of our service. We record your data, your child's data and details of the items of school uniform provided so we can report back anonymous statistics to organisations that help to fund the work we do or when making applications for funding, support or publicity.

What is the source of the data that we record about you?

We record information provided to us by you or on your behalf by the person, organisation or agency who submitted the Request Form.

The reasons Chippenham Uniform Exchange keeps a record of your data.

The reasons why we keep a record of your data include:

- to help us fulfil your request;
- to record how we have helped you;
- to assess how successful we have been in helping you;
- to assess and the environmental and social impact of our service and report this to the organisations that help to fund the work we do; and
- to meet relevant requirements of the law in England & Wales.

Under the General Data Protection Regulation (GDPR) and the UK's Data Protection Act 2018, we must have a legal reason to keep your data and process it. When Chippenham Uniform Exchange receives your Request Form we will process your data under legitimate interest or public interest. We do this because we cannot provide a direct request service to you without using your personal information.



Who will Chippenham Uniform Exchange share your data with?

Only staff and volunteers of Chippenham Uniform Exchange will see the Request Form submitted to us. We will not share your data or your child's data with any other person, organisation or agency. We will contact the person, organisation or agency that submitted the Request Form by return of email to raise any queries as to the items requested only insofar as to enable us to provide those items and to inform you that the items are ready for collection. Any statistics generated from your data for the purpose of impact monitoring or for reporting to our supporters or for publicity will be anonymised and no personal data will be identifiable. There may be occasions when we will ask you for consent to use your data, for example to help us inform the public about our work. If this is the case, we will explain to you exactly what your data will be used for. We will do this only with your specific written consent which you can withdraw at any time, and wherever possible, any of your data that has been used for publicity purposes will be deleted. Completing a Request Form requires you to download the form and email it to us. We suggest that you do not save the form or the sending email on any device which another person might have access to.

Who is legally responsible for your data?

Chippenham Uniform Exchange is the Data Controller and is responsible for your data.

What happens to your data after you have received the items of uniform?

Chippenham Uniform Exchange will keep your data for a specified period of time after we have processed your Request Form. Request Forms will be held securely for no more than 1 year from the date of receipt for auditing purposes and annual statistics.

Your right to receive a copy of your data (Subject Access Request).

You are entitled to request a copy of the data that Chippenham Uniform Exchange holds about you. This is available at no charge to you. Please make your request by email to request@chippenhamuniformexchange.org.uk. We will endeavour to provide you with a copy of your data within a month. If for any reason this takes longer than one month we will explain our reasons for the delay to you.

Contact Us.

If you would like more information about how your data is handled or to make a complaint about the way Chippenham Uniform Exchange is handling your data, please send an email to info@chippenhamuniformexchange.org.uk.

This policy is reviewed annually.

Policy date: December 2022
Next review due: December 2023