



Ref: P41.6

Z2K General Privacy Notice

Data controller: Zacchaeus 2000 Trust (Z2K), Fourth Floor, 79-80 Petty France, London SW1H 9EX

This privacy notice does not apply to Z2K clients (service users), employees, volunteers and job applicants as they have their own privacy notices.

This privacy notice applies to the following categories of individuals:

- Advice only or signpost only clients where no casework or other services is provided
- Individual donors
- Corporate donors
- Employees & volunteers of Grant Giving Organisations
- Employees & volunteers of other organisations e.g. advice charities, local authorities
- Subscribers to our mailing list
- Employees, owners, directors of contracted parties e.g. accountant, cleaning company
- Journalists
- Referees provided by job applicants or volunteer applicants
- Friends or family members of clients who is assisting client with client's case
- Landlords or Real estate agents

Z2K collects and processes personal data relating to the above individuals in order to carry out its day-to-day business to fulfil its business visions and goals. Z2K is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does Z2K collect?

Z2K collects and processes a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number, date of birth and gender;
- details of your bank account (for payment of invoices, processing of payment or gift aid)
- information required to give suitable advice/ signposting

Z2K may collect this information in a variety of ways. For example, data might be collected through forms completed by you, when you sign up to our newsletter or make a donation; from correspondence with you; or through meetings.

In very rare cases, Z2K may collect personal data about you from third parties, such as from our clients who have asked Z2K to contact you to help with interpreting.

Z2K will only collect and process information that is necessary, and no more than that.

Data will be stored in a range of different places, including in Salesforce (data management system), formstack, Stripe, GoCardless, and in other IT systems including Z2K's email system.

Why does Z2K process personal data?

Z2K needs to process data to carry out its day-to-day business. For example, it needs to process the donation you have made, or to give you advice on the problem you rang us about, or submit a grant application.

In some cases, Z2K needs to process data to ensure that it is complying with its legal obligations. For example, paying an invoice.

In other cases, Z2K has a legitimate interest in processing personal data before, during and after the end of the relationship Z2K has with you. Processing your data allows Z2K to:

- maintain accurate and up-to-date funding and/or financial records and contact details
- maintain a record of advice/signpost given in case you return to Z2K requesting for further advice or require more support
- ensure effective general business administration; and
- respond to and defend against legal claims.

It is unlikely that Z2K will need to process special categories of personal data about you, such as information about health or medical conditions. However, Z2K will need to process such data if it is needed to give you proper advice and /or signposting, or it has to carry out health and safety, and/or equal opportunities obligations.

Where Z2K processes other special categories of personal data, such as information about ethnic origin, sexual orientation or religion or belief, this is done for the purposes of equal opportunities monitoring. Data that Z2K uses for these purposes is anonymised or is collected with the express consent of the individual, which can be withdrawn at any time. Individuals are entirely free to decide whether or not to provide such data and there are no consequences of failing to do so.

Who has access to data?

Your information may be shared internally, if access to the data is necessary for performance of their roles, for example the Chief Executive, and the employee who works with you. The Office Manager may need access to your data in order to authorise payment of invoices, and the administrator may be taking down a telephone message you have left.

Z2K will not share your data to a third party without your express permission.

How does Z2K protect data?

Z2K takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by the employee working with you. Paper documents are kept in a locked drawer only accessible by the member of staff responsible for your records.

For how long does Z2K keep data?

Z2K will hold your personal data for the duration of your relationship with Z2K. The periods for which your data is held after the end of that relationship are:

- Data relating to finances e.g. donation is kept for 7 years from the date of that financial entry
- Data relating to advice and signposting is kept for 7 years from the date the advice /signposting was given
- Data such as contact details of subscriber to our mailing list is deleted when the subscriber removes him/herself from the list

Please refer to our retention requirements policy for more information on this.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require Z2K to change incorrect or incomplete data;
- require Z2K to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where Z2K is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact Tanya Sutton, Office Manager at tanyasutton@z2k.org. Our full Subject Access Request policy can be found on our website. To get in touch with us about any of these rights or access your data, please find herewith links to our Data Subject Rights Request form.

If you are unhappy with how we are using your personal data, we would like to hear about it. Your feedback helps us learn and improve. To make a complaint to Z2K please contact us on 0207 259 0801. If you believe that Z2K has not complied with your data protection rights, you can complain to our regulator, who is the Information Commissioner's Office in the UK.

What if you do not provide personal data?

Z2K may not be able to carry out its day-to-day business or is limited to what it can advise you. For example, Z2K may not be able to make payment for goods purchased if you do not provide Z2K with a bank account to pay into.

Automated decision-making

Z2K currently does not have automated decision-making.

Monitoring & Review

Date created: 01 May 2018

Date last updated: September 2020

Date of next review: November 2021

Responsible for Review: Chief Executive & Office Manager