

Privacy Notice

This notice explains how we collect data, how we use and store information and what it means for you. We welcome any feedback on our actions, please contact us on contact@upourstreet.org.uk

Who we are

Up Our Street is registered as a charity under the name Easton and Lawrence Hill Neighbourhood Management, working to deliver communications and community development in the Easton and Lawrence Hill wards of Bristol. We are a charity registered in England and Wales (number 1081691) and a company limited by guarantee (number 4023294).

For the purposes of this Policy, 'us', 'we' and 'our' refer to Easton and Lawrence Hill Neighbourhood Management.

What information do we collect?

We collect personal information each time you deal with us. For example, when you sign up for our fortnightly ebulletin or attend one of our events. Our contact database also collects data on the mailings we send, such as how many people open the mailing or click on a link within the mailing. If you have received an Endowment Fund grant from us we record your personal information as part of funding requirements.

We collect and are given personal information during the production of our quarterly magazine, which is distributed online and in paper format, the magazine is produced as a community resource and as such of public interest.

Our website uses cookies for authentication, security, analysis and consent, they could also be used for personalisation such as remembering your preferred font size. You can read our website Privacy and Cookies Policy [here](#).

What do we do with it?

We may use the personal data we collect to

- Provide news and information about what's going on in our area.
- Conduct surveys to aid our understanding of the difference we make to our community and how we can improve it.

- Report on how effective our communications are by analysing click rates and opens of our ebulletin and mailings.
- Monitor Endowment Fund recipient information, used to inform our community of the work we have funded, we also report this information to the fund holder, Quartet Community Foundation. For individuals this information will be anonymised.
- Distribute our magazine online and in paper format to 13,500 households and businesses in the Easton and Lawrence Hill wards of Bristol.
- Send you a direct invitation to an event by post – unless you have told us not to.
- Contact you by telephone about a project or area of our work you are interested in – unless you have told us not to.

Basis of processing your data

We will only process your data when you have given us your consent, by joining our mailing lists to receive our fortnightly ebulletin and other news relevant to our area. You are free to change your preferences at any time by contacting us at contact@upourstreet.org.uk

We process Endowment Fund information as part of our legal obligation: We are required by law to keep various business and charity records. We will process personal data when necessary to comply with our legal obligations.

You can update, request access or object to us processing your data at any time by contacting us at contact@upourstreet.org.uk

How and where we store your information

How long

We will keep your personal information as long as you allow us to, we seek renewed consent annually in October and delete contacts without renewed consent annually in November. Endowment fund information is held for six years as part of our legal obligation. Our data protection policy implements this. If you have any questions about how long we keep your data, please contact us at contact@upourstreet.org.uk

Security

We have in place appropriate controls to protect any personal data you provide. For example, our

Civi-CRM Database where your contact details are stored, is password protected and only accessible to our employees. Our computer systems use encryption products that require a password to boot and our mobile phones are all protected with password, PIN protection or fingerprint recognition. For more information please request to see our data security policy and measures.

We ensure that access to personal data is restricted only to employees and that suitable training is provided for these employees.

We may use external companies to process personal data on our behalf, we will only use companies that have secure processes for handling personal data. When we use these companies we remain responsible for the storing and processing of the personal data you give us.

Where we store your personal information

We use web-based Civi-CRM to store and process contact data, and to send out our ebulletin and other mailings, this Drupal based system is hosted by Circle Interactive within the UK. By submitting your personal data you agree to this transfer, storing and processing of your information.

Endowment Fund data is stored on encrypted computers and only accessible by employees.

When we share your information

We do not share or swap your information with any other charities or organisations.

Third parties

We may employ or contract third parties to carry out tasks on our behalf. These third parties are bound by contract to protect your data and we remain responsible for their actions. We may provide third parties (such as funders) with general information about our residents, but this information is both aggregate and anonymous.

Your choices and telling us when things change

Preferences

You can change your preferences on what you receive from us or how we contact you, at any time.

You can do so by e-mailing us at contact@upourstreet.org.uk or calling 0117 954 2834.

Updating your details

We appreciate it if your details are up to date. You can update us by e-mailing us at contact@upourstreet.org.uk or calling 0117 954 2834

Your rights

You have the right to be informed about how we process your personal data, the right to access your data and the right to have your personal data held by us rectified if it is inaccurate or incomplete. You may have the right to ask us to erase your personal data, to ask us to restrict our processing or to object to our processing of your personal data. You can make these requests at any time by e-mailing us at contact@upourstreet.org.uk or calling 0117 954 2834.

Reporting data breaches

Personal data breaches are reported to the Information Commissioners' Office no later than 72 hours after us becoming aware of a breach, unless the breach is unlikely to result in a risk to the rights and freedoms of individuals.

A personal data breach means a breach of security leading to the destruction, loss, altering, unauthorised disclosure of or access to personal data. This is much wider than just data loss. All breaches must be documented. Where a breach is likely to result in a high risk to the rights and freedoms of individuals, for example employees, data controllers must notify them directly.

For more information about your rights under GDPR you can visit the website of the [Information Commissioner's Office](#).

Tracy Parsons is the Data Controller for Easton and Lawrence Hill Neighbourhood Management and the trustees have responsibility for data protection within the organisation. They can be contacted at contact@upourstreet.org.uk or 0117 954 2834.