



# GDPR, PRIVACY AND CONFIDENTIALITY POLICY

Rules for keeping your  
information private and safe

First Written: March 2013	Last Reviewed: August 2023	Next Inspection: SEPTEMBER 2024 Next Review: SEPTEMBER 2025
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**What is JSENSE**

JSENSE, is a registered charity. Our registered charity number in England and Wales is: 11151197.

Any information we collect may be used by both entities. JSENSE is registered as a data controller in accordance with the Data Protection Act 2018 with the Information Commissioner's Office, reference number: **ZB489333**

## **Reason for this notice**

As a social care charity, JSENSE holds and processes a large amount of information, including personal information we collect from you when you make contact with us; supply us with goods and/or services; are sent information by email or post about the services, events and campaigns, or interact with us by using our website.

Your privacy is important to us and we are committed to ensuring that your data is always protected and remains confidential.

## **Storing and using your data**

All information you provide to us is held securely in accordance with the Data Protection Act 2018.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this policy.

If you would like further information about Data Protection, the law and good practice, please visit the Information Commissioners website: [ico.org.uk](http://ico.org.uk)  
The Information Commissioner is the Data Protection statutory governing body for England and Wales.

## **Data Controller contact information**

Our registered address is 9 Leicester Avenue, Salford M7 4HA and our charity number, company number and registered data controller number are as set out above. Our email contact is [services@jsense.org.uk](mailto:services@jsense.org.uk)

## **How do we collect information?**

We will collect information from you when we communicate with each other by post, telephone, email, face-to-face or if you complete a printed application form or an electronic version via our website.

## **Personal information collected about you and why we need it**

## Basic data

We collect basic information: name, postal address, email address, telephone number, date of birth and financial information if, for example, you pay for your care or support us financially.

## Sensitive data

We may also collect and process certain information which requires us to ensure there is a higher level of protection against the processing of this data. This refers to: racial or ethnic origin, religious beliefs, health and social care information. We may also collect and process information relating to any criminal offences or convictions, if you wish to work or volunteer for us.

There are different reasons why we may need to process your personal data which depend on your relationship with us:

### I. You are a visitor to our website

**If you visit our website, we will collect certain information from you, depending on how you use the site:**

- Anonymous data that is automatically collected from all visitors
- Personal data that you voluntarily submit in connection with activities set out below
- Financial data that you voluntarily submit in connection with any of the relevant activities set out below

If you submit such information, we will ensure that it is only used for the purpose for which it was submitted and will ensure that the data is held securely.

**You may be asked to voluntarily submit personal information in order to:**

- make a donation or set up a direct debit
- apply for a job vacancy
- apply to be a volunteer
- make an enquiry about any of our services or request other information or material
- subscribe to our e-bulletin or other publication

We may collect and record information, which **you have not submitted**, in order to understand more about how our site is used, e.g. through Google Analytics. To do this we will request your permission to send cookies to your PC or other device.

Some cookies do not relate to our website such as pages containing embedded content such as videos, Twitter feed, Facebook likes. You may receive a request

to give permission for these cookies to be delivered from these websites.

We do not govern the publication of third-party cookies. To understand more about their cookies and privacy statements, please visit the relevant sites.

**Find out more about cookies: [Google's Analytics Overview](#)**

### **Disabling Cookies**

If you do not want cookies to be stored on your PC or other device you can disable this function within your web browser, though this may affect your navigation around our site.

The "Help" menu in the toolbar of most web browsers will tell you how to change your browser's cookie settings, including how to have the browser notify you when you receive a new cookie, and how to disable cookies altogether.

You can always opt-out of Google Analytics cookies by using Google's opt-out tool. [LINK](#)

## **2. You are a Service-User of JSENSE**

**If you are a service-user of JSENSE, we will collect certain information from you in order to:**

- support you or your family to access appropriate services
- provide any appropriate service
- assess you or your family's needs
- ensure the safety and reduce the vulnerability of you, your family or other members of the Jewish and wider community
- comply with our regulatory and legal obligations, including but not exclusively to, the Care Quality Commission, OFSTED, local authorities, NHS, Health and Safety Executive and the Charity Commission
- reply to compliments or investigate and respond to complaints

## **3. You interact with us in connection with Marketing**

**We may receive information either directly from you or from other organisations where you have agreed that they may share your details with us.**

## **4. Donations or other financial transactions**

**We may use your personal data with regard to:**

- process and keep a record of your donations
- to claim any relevant Gift Aid (if you agree that we can claim Gift Aid on your donations) and, as we are legally required, to keep a record of the claim and your Gift Aid declaration
- to, where necessary, prevent fraud

## **5. Managing your involvement in events and volunteering**

If you complete a form to register or enquire about an event, activity or volunteering opportunity, or if you respond to an invitation, we will consider this a request to send you details about the same, and will send you information including, where relevant, reminders. Where appropriate, we will use your information to identify any help we can offer, specific to the event, activity or opportunity and to provide necessary information to event organisers.

## **6. Responding to your enquiries or feedback**

We may use your information to respond to your query or feedback or to send you relevant information such as fundraising materials or details of our services.

We may also keep a record of conversations we have with you, feedback you provide and any materials we send to you.

## **7. Informing you about our work**

We may use your information to tell you about our services and how your support enables us to help people in the community.

## **8. Asking for your support**

We may use your information to let you know about ways you can support us, either financially, by attending one of our events, or through volunteering.

## **9. In connection with becoming a JSENSE volunteer**

**We may use your information to:**

- process your application to become a volunteer
- ensure your suitability to volunteer with JSENSE, by viewing any appropriate qualifications, obtaining personal and professional references and any other information that we, in our sole discretion, feel is appropriate including, but not limited to, whether you have any criminal convictions, by seeing the results of a DBS check.
- contact you about events, new volunteering opportunities, training opportunities and recruitment drives
- maintain a record of the volunteering activities you have undertaken for us
- send you our regular updates about volunteering opportunities and any other organisational information appropriate to you

## **10. Because you want to work for JSENSE**

**We may use your information to process your application for employment by JSENSE, including – but not limited to:**

- confirming your identity
- confirmation of your right to work in the UK
- processing of DBS checks
- completion of the interview and assessment process to consider if you are a suitable candidate
- confirming your relevant experience, qualifications or training
- obtaining your personal and/or professional references

## **11. Because you work for JSENSE?**

**We may use your information during employment with JSENSE, including – but not limited to:**

- confirming your identity
- confirmation of your right to work in the UK
- processing of DBS checks
- information required to process payroll
- keeping personal records – including any disciplinary procedures, grievances etc.
- emergency contact details
- any relevant medical conditions

## **12. Because you are a supplier/insurer (including: contractors, sessional workers and agency workers)**

**We may use your information to:**

- carry out a due diligence check
- set up payment systems on our invoicing system
- record the personal details of sessional workers for monitoring adherence to our requirements

## **13. Other reasons**

**We may also process your data, where we have a lawful basis to do so, including where you have given your consent, if it is not already being processed for one of the above purposes, so as to:**

- help review the quality of our services
- identify areas for future development
- receive and respond to compliments
- investigate concerns or complaints
- fundraiser

- carry out market research
- administer a promotional campaign
- contact you with information about products and services
- contact you about job and volunteering opportunities

JSENSE may also use your personal data, after it has been anonymised, to allow for the statistical analysis of data to enable the organisation to target and plan effectively the provision of services. In deciding what personal data to collect, hold and use, we are committed to ensuring that it will comply with the Data Protection legislation.

### **The legal basis for processing your personal data**

**To enable us to process your personal data legally there must be a legal justification or doing so under data protection law.**

**We will process your data if we have received your consent to process your personal data or processing of your personal data is necessary:**

- for the performance of a contract between you and JSENSE or to take steps to enter into a contract
- for JSENSE to comply with a legal obligation
- to protect your vital interests or those of another person in an emergency
- to perform a public task in the public interest
- for the purposes of legitimate interests pursued by JSENSE where such interests have not outweighed your rights or freedoms

**If in the future you want to change how we keep in touch with you or you wish to stop us communicating with you, let us know by writing to us at **JSENSE Unit 5 The Belmont 89 Middleton Road Manchester M8 4JY** or email **JSENSE** at [services@jsense.org.uk](mailto:services@jsense.org.uk)**

### **Further processing**

If we wish to use your personal data for a new purpose which is different from the original purpose for which you gave your data to us, we will provide you with a new privacy notice which explains the new use, prior to commencing the processing. This will set out the relevant purposes and processing conditions. If consent is the legal basis for this new purpose, we will seek your prior consent to the new processing.

## Individual Rights

**Under data protection law, you have the following rights:**

- To know the purpose for processing your personal data
- To withdraw consent to the processing of your personal data
- To object to the processing of your personal data
- To data portability
- To request rectification and/or erasure
- To request access to the information we hold on you by making a 'Data Protection Act Subject Access Request'

**If you would like to exercise any of these rights, please make a request in writing to our office at our address above, providing**

- enough information to enable use to identify who you are
- proof of your identity and address (such as a copy of your driving licence or passport and a recent utility or credit card bill)
- details of the information to which your request relates

**If you would like to unsubscribe from any email communication you receive, you can also click on the 'unsubscribe' button at the bottom of our email communication.**

## Your right to complain

If you are dissatisfied with the way we have handled your individual rights you can lodge a complaint by contacting our office; or in writing to the address above.

If you feel JSENSE has not satisfactorily handled your complaint, you can report your concerns to the Information Commissioner's Office

- on the ICO website <https://ico.org.uk/concerns/>
- by telephone on 0303 123 1113
- in writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5A

## Data Security

JSENSE may use your personal data, after it has been anonymised so that individuals cannot be identified, for the statistical analysis of data to help us target and plan service provision effectively. In deciding what personal data to collect, hold and use, JSENSE is committed to ensuring that it will comply with data protection legislation. We have put in place appropriate safeguards and technical measures to protect your personal data.

As an organisation, we recognise that any personal data handled by us is held on your behalf and we respect this responsibility by adopting and maintaining high standards regarding the handling and use of that personal data



JSENSE will always first consider and address privacy risks when planning to use or hold personal information in new ways, such as when introducing new electronic systems. We provide training to staff who handle personal information and treat it as a disciplinary matter if they misuse or do not look after your personal information properly. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

### **Data sharing**

JSENSE may disclose personal data to third parties, but only where it is necessary to comply with a legal obligation or permitted under data protection legislation, for example, where the disclosure is necessary for the purposes of the prevention and/or detection of crime; or where it is necessary for a third party working for or on our behalf and/or to provide services to you.

The information you provide us with may be shared, for example, with local authorities, GPs, the Department of Work and Pensions (DWP), HMRC and the Home Office.

There will be times when information will be disclosed to partner organisations providing services on behalf of JSENSE. Once your details are no longer required, they will be deleted securely.

JSENSE will ensure that proper steps are taken to keep your personal data safe and secure and where this is disclosed to a third party, we will seek to ensure it too has appropriate systems and procedures in place to keep your data safe and prevent its loss.

Where we seek to disclose sensitive personal data about you (such as medical details) to third parties, we will do so only with your prior express consent or where we are legally allowed or obliged to do so.

If you choose to complete any of our online forms, we will not use the personal information you give us for marketing purposes without first gaining your consent.

We may pass your details to third-party service providers who are contracted to us who will be able to assist us with your request, for example, a counselling service.

These third parties are obliged to keep your details secure, will use them only to fulfil the request and will dispose of the information at the time when they are no longer required.

No personal information you have given us will be passed on to third parties for commercial purpose.

### **Data retention**

Your personal data will be held by us only for a limited period after you stop

interacting with us. Further information on how long your data will be held for can be found in our Records Retention Schedule.

### **National Data Opt-Out**

*At this time, we do not share any data for planning or research purposes for which the national data opt-out would apply.*

### **This privacy policy was updated in August 2023**

We may change this privacy notice from time to time. Please visit this page periodically to keep up to date with any changes we make.

JSENSE does not rent or sell mailing details to any third party.

The JSENSE website includes links to other sites, not owned or managed by JSENSE. We are not responsible for the privacy of data collected by websites not managed by JSENSE.

### **Do you need extra help?**

If you would like this notice in another format (for example: audio, large print, Braille) please contact us by post at the address set out above, by email: [services@jsense.org.uk](mailto:services@jsense.org.uk) or phone on 0161 850 3330