

Charlton Toy Library Privacy Policy

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1. Taking care of your information

At Charlton Toy Library we rely on our members and supporters to ensure we can continue to provide a safe play environment and outreach support to families in our local community. Taking care of the information you provide to us is important to us. This privacy policy sets out how we collect, use and store your personal information.

Please read this policy carefully; by providing us with your personal information, you consent to the collection and use of any information you provide in accordance with this policy. Occasionally, we may make changes to this policy so do remember to check back from time to time.

charltontoylibrary@gmail.com

2. Who we are

Charlton Toy Library is a Registered Charity set up in 1982 by a group of mums who met on a regular basis with their children. They took turns in running it from their own homes.

Charlton Toy Library provides a fun, stimulating and safe place for families to come and meet other parents, play with their children or get advice from our experienced members of staff. Charlton Toy Library provides toys and safety equipment for loan by our Members for a small fee.

Charlton Toy Library also operates an Outreach Service, led by a dedicated Outreach Worker who provides a much-needed service to over 100 disadvantaged

local families in women's refuges, in HomeStart groups, at various family groups and in their own homes.

We have a dedicated premises within Charlton House and are run by a voluntary Management Committee made up of current and former Toy Library members. **Charlton Toy Library** is not part of Greenwich Council or any Leisure Library. It is an independent voluntary group which has to secure its own funding.

Our Registered Charity No. 285099, and our registered office is Charlton House Hornfair Road, Charlton, London SE7 8RE.

3. How we collect information

Information is critical to ensuring we are able to support families in our local community. It helps us operate as efficiently as possible and to make sure our interactions with you are timely, relevant and tailored for you. To do this, we may collect information about you in the following ways:

- When you interact with us, such as when you visit the toy library, join as a Member, loan toys or safety equipment, make a donation, or attend an event.
- When you interact with us as a user of our Outreach Services.
- When you interact with third parties, such as when you make a donation through a third party website e.g. Virgin Money Giving and give your permission for your information to be shared with us. Similarly, if you engage with us on social media and messaging services like Facebook, WhatsApp or Twitter, you might give us permission to access information from those accounts. The data we are given access to by social media services will vary but will always be in line with the Terms of that particular service.

4. What information we collect

Depending on how you interact with us, the information that we collect may include your name, postal address, email address, telephone or mobile number, your contact preferences, bank details, taxpayer status (to understand if we can claim Gift Aid), the date or year of your birth, gender and ethnicity (to monitor)

We may also collect information about when you visit Charlton Toy Library, the donations you make to us or events that you may register for or participate in, and details from any interactions with our employees.

We collect two kinds of information

1. Personal information. We will ask you for information in order to provide you with the services requested, for example to send you information on your membership or process a donation.

2. Sensitive personal information. We may ask you for personal information for the purpose of monitoring and reporting on our membership and outreach services. This helps us understand the people who are using our services, is a requirement for reporting to funders and is necessary when applying to funders for grants. We will never share your personal information with third parties without your consent and, when reporting, all information is anonymised to ensure privacy.

Under 16s

We are committed to protecting the privacy of the young people that engage with us. If you are under 16 and would like to get involved, please ensure you have consent from a parent or guardian before you provide your personal information to us. We do not send any marketing communications direct to children under 16.

5. How we use your information

We will ask for your consent before we use your information for certain purposes, such as sending you emails about fundraising opportunities or events. We may also use your information where we have a legitimate interest in order to carry out our activities, examples include:

- To provide you with the services, products or information you have requested, or that we feel would be of interest to you, and reasonably expected by you
- To process your donations or other payments and verify financial transactions
- To provide updates on our work and the difference your support is making, as well as tell you about other ways you might be able to support us, where you have agreed to receive this.
- When supporting you as a service user.
- For administrative purposes, for example to contact you with a query about your membership or an item on loan or where you have contacted us.
- To keep a record of your relationship with us.
- To ask you to participate in surveys or research.
- To analyse the personal information we collect about you alongside publicly available information to better understand you and ensure our communications are tailored to you
- To carry out due diligence on potential or actual donors in accordance with our internal policies
- To process volunteer or job applications.

So we can let you know the latest news about our work for children and share with you how else you can help, we may contact you by direct mail, and by telephone, email or SMS, where you have agreed to be contacted. You can change how you hear from us at any time simply by getting in touch with charltontoylibrary@gmail.com

6. Who we share your information with

We may share your information with partners, agents or service providers to allow them to perform services on our behalf or to help us understand our supporters more effectively. These partners will only act under our instruction and will not use your information for their own purposes

We always have contracts in place with our suppliers, which require them to comply with UK's law on data protection and to have systems and processes to protect the security of your information. We promise to always keep your details safe and we'll never sell or swap your information with any other organisation.

We may disclose personal information if required to do so by law or if we believe that such action is necessary to protect and defend the rights, property or personal safety of Charlton Toy Library, our websites or our visitors and for other lawful purposes.

Some examples of the organisations with which we may share your data:

Our social media partners

- Facebook, Twitter, Instagram, YouTube

To process donations and claim gift aid:

- BACS, HMRC,

Database provision:

- Our designated computer technical support company, currently Headstart IT, based here in Charlton.

On the Outreach Service:

- Social workers, the health visiting team, family support workers (at Children's Centres & schools), the Children's Disability Team, HomeStart, women's refuges, the Best Beginnings Midwife Team, the Speech and Language Team, and any other relevant child-related organisations.

7. How we keep your information safe

We make sure that appropriate physical, technical and human controls are in place to ensure we take good care of your information.

However, the transmission of information over the internet is never completely secure and as a result, while we strive to protect your personal information, Charlton Toy Library cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your data, we make every effort to try to

ensure its security both on our systems and while in transit between our systems and our partners who work on our behalf.

All staff, trustees and volunteers who have access to your personal data understand the importance of keeping your information safe and secure at all times and are given training to support them in this.

We cannot be responsible for the privacy policies and practices of other websites even if you access them using links from our websites and recommend that you check the policy of each site you visit.

We ensure that additional controls are in place for financial, sensitive and special categories of information, meeting regulatory and legal requirements for managing these types of information.

8. How long we keep your information

We will hold your personal information on our systems for as long as is necessary for the relevant activity, and meet any legal or regulatory requirement. This is so that we can provide the services or information you have requested, to administer your relationship with us, to ensure we don't communicate with you if you've asked us not to and to comply with the law.

You have the right to object to your data being processed by us and can do so by contacting charltontoylibrary@gmail.com

You can request a copy of the personal information that we hold about you under the Data Protection Act 1998. If you would like to do so, please send a description of the information you would like as well as approved proof of identity to charltontoylibrary@gmail.com

You have the right to lodge a complaint about the way we manage your data with the Information Commissioners Office.

9. How to change the way we contact you

We always want you to be happy with the communication you receive from us. If you want to change how you hear from us, or update your details, simply get in touch:

charltontoylibrary@gmail.com

You can also change the way we contact you in the following ways

- Using the unsubscribe link in an email from us

Where you tell us that you no longer want to hear from us for marketing purposes, please be aware that we may still contact you for administration purposes such as

about any overdue toys, any donations you make and Gift Aid, or providing you with information you've requested or in helping resolve a query.

What if I'm under 18?

If you are under 18, please make sure that you obtain your parent/guardian's permission beforehand whenever you provide personal information via our websites. Users without this consent are not allowed to provide us with personal information. Also, if you do use our sites to obtain information about fundraising, or supporting the work of Charlton Toy Library, please let an adult know.

Changes to this policy

This information was last updated on 18th May 2018. From time to time, we may make changes to the information on this page so you may wish to check back from time to time. The amended information will apply from the date it is posted on the site and will govern the way in which we collect and use personal information from then on.