

## **INTERLINK PRIVACY NOTICE**

This privacy notice explains how Interlink use any personal information we collect about you when you contact us by phone, email, letter, attend any of our events or via contact with Interlink staff/trustees.

**Interlink take your privacy seriously and are committed to protecting your personal information. We aim to be clear and open about our data and security practices. Where we ask you to provide us with any information by which you can be identified, you can be assured that it will only be used in accordance with this privacy notice, and in line with the General Data Protection Regulation (GDPR) 2018.**

### **What information do we collect about you?**

- We collect information about you when you:
- Sign up for email updates e.g. information bulletins
- Contact us
- Apply for membership
- Complete surveys or provide feedback.

### **This information may include:**

- Name, role and organisation
- Contact details including email address
- Demographic information such as postcode and interests.

When you contact us by email, letter or on the phone, we may also record this information on our customer relationship management system to help us process your enquiries efficiently.

### **How do we use your information?**

We use your information to help us provide the service that you need, and where we have a lawful basis and permission to contact you, we may use it to help us send you relevant and timely information about the help and support that we offer.

### **Where do we store your information?**

Your data is stored in our customer relationship management system. Where necessary for legal purposes any paper copies are stored in locked cabinets.

### **How long do we keep your information?**

We do not keep your information for longer than necessary. We keep financial information for 5 years due to legal requirements, and we delete all other personal information from our customer relationship management system if we have had no contact with you for 3 years.

### **Information sharing**

You have a right to stop us from contacting you to share information at any time. All our bulletin emails contain unsubscribe links.

### **Access to your information**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, you can:

Email: [info@interlinkrct.org.uk](mailto:info@interlinkrct.org.uk) We will respond to your request within 30 days.

### **Keeping your information up to date**

We want to make sure that any personal information we hold about you is accurate and up to date. Please contact us to correct or remove information you think is inaccurate.

### **Sharing your information with other organisations**

Interlink may share your information with third parties where we have legal duty to do so or to provide you with a service you have asked for.

### **Your rights**

Data protection regulations give you clear rights over how your data is used by us.

You can find out more detail about your rights by visiting the Information

Commissioner's Office website's section on [individual rights](#).

You also have the right to report concerns or complain about our handling of your data to the Information Commissioner's Office. Details of how to do this can be found on its [website](#).