

1 Document Statement

Mansfield Town Community Trust (MTCT) is committed to protecting the privacy and security of your personal information.

This privacy notice describes how we collect and use personal information about you during and after your working relationship with us, in accordance with the General Data Protection Regulation (GDPR).

It applies to all current and former employers, trustees, volunteers, participants (a participant is anyone who partakes in any provision, activities and/or training at MTCT).

2 Data Control

Mansfield Town Community Trust is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained within this document.

It is important that you read this notice so that you are aware of how and why we are using such information.

Mansfield Town Community Trust's Data Information and Data Security Policy complies with the rules and regulations set out in the following documents:

- Data Protection Act 2018 (including GDPR)
- Keeping Children Safe in Education 2018

3 Data Protection Principles

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

4 The Kind of Information We Hold About You

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

Where parents provide their own data, to enable us to provide services to their children, the purpose for processing your personal information is to allow us to provide the products and services you have requested from us. In order to enter into an agreement with Community Trust, we will collect, store and use elements of your personal data. The lawful basis for processing of this personal data is known as contractual basis and is necessary by Mansfield Town Community Trust in order to provide the products and services you have requested from us.

When engaging with Mansfield Town Community Trust, you will usually need to disclose the following:

- title
- first name(s), surname or company name
- address (street, street number, postal code, city and country/region)
- email address
- telephone and mobile number
- bank or payment details in the event of a purchase.

Where parents provide us with their child's information (anyone under 18), or for a child they hold parental responsibility for, to enable us to provide services to their children the purpose for processing your child's personal information is to allow us to provide the products and services you have requested from us to them. In order to enter into an agreement with Mansfield Town Community Trust, we will collect, store and use elements of your child's personal data. The lawful basis for processing of this personal data is known as explicit consent and will be required from the parent or person with parental responsibility and is necessary for Mansfield Town Community Trust in order for us to provide the required service to your child. We will never share your child's data and will ensure any data is disposed of once it has been used for its initial purpose.

When engaging with Mansfield Town Community Trust you will usually need to disclose the following information for your child:

- first name(s)
- address (street, street number, postal code, city and country/region)
- emergency contact details
- previous and existing medical conditions
- dietary requirements
- sex and ethnicity.

Where anyone over the age of 18 provides us with their information to enable us to provide services to them, the purpose for processing their personal information is to allow us to provide the products and services you have requested from us. In order to enter into an agreement with MTCT, we will collect, store and use elements of your personal data. The lawful basis for processing of this personal data is known as explicit consent and is necessary by Mansfield Town Community Trust in order for us to provide the required service to you.

When engaging with Mansfield Town Community Trust, you will usually need to disclose the following information:

- title
- first name(s), surname or company name (including representation as the case may be)
- address (street, street number, postal code, city and country/region)
- email address
- telephone and mobile number
- bank or payment details in the event of a purchase
- medical information.

5 How is Your Personal Information Collected?

We collect information about you when you enquire about using any of our services, as part of us providing you with our services, when participating in any event or activity we have arranged, when you register an interest in supporting Mansfield Town Community Trust or make any financial or non-financial donation to Us.

We collect your personal information in a number of ways:

- When you provide it to us directly. Your activities and involvement with MTCT will result in personal data being created. This could include details of how you have assisted us by being involved with our campaigns and activities.
- When you provide permission to other organisations to share it with us (for example via Facebook or Twitter).
- When you have given it to a third party. For example, if we are partnering with another organisation (e.g., you provide your information to another charity or organisation that we are collaborating with).
- From publicly available sources to keep your information up to date (e.g., from Companies House, news, or other media).

6 How We Will Use Information About You

We will only use your information for the purpose or purposes for which it was collected for (or for closely related purposes). These purposes include:

- where the information is needed to fulfil your request or to enable us to provide you with a more personalised service. Sometimes, with your consent, we will process your personal data to provide you with information that you have requested about our work or our activities, or that you are expecting,
- we use personal data for administrative purposes (i.e. to carry on our charity work). This can include receiving donations, processing, and maintaining a database of supporters and friends, arranging and hosting community events and activities, and helping us respect your choices and preferences (e.g., if you ask not to receive marketing material, we will keep a record of this),
- where we need to do this to fulfil a contract, or where we are required to do this by law or other regulations,
- when it is in our legitimate interests to do this and when these interests do not override your rights.
- An accident or incident occurs on our property, at one of our events or involving one of our staff (including volunteers)
- If you are attending one of our events and have disclosed specific access or dietary needs.

7 When We Will Use Your Personal Information / Data Sharing

We only disclose information to third parties or individuals when we are obliged to by law, for purposes of national security, taxation and criminal investigations, and under the following circumstances:

- if you have agreed that we may do so,
- when providing an activity in conjunction with or under the terms of an appointment by another

organisation which you are part of, for example a school, sports club or other similar association,

- when we use other companies to provide services on our behalf e.g. sending mail and emails, when using auditors/advisors, or processing credit/debit card payments.
- if we receive a complaint about any content, you have posted or transmitted to or from one of our sites, to enforce or apply our Terms & Conditions, or if we believe that we need to do so to protect and defend the rights, property, or personal safety of MTCT, our websites or our visitors and for other lawful purposes,
- if we merge with another organisation to form a new entity, information may be transferred to the new entity,
- in the event of a health and safety incident at one of our community events or activities,
- if we run an event in partnership with other named organisations, your details may need to be shared. We will be very clear what will happen to your data when you register.
- we will never sell or rent your personal information to other organisations,
- we will share your personal information with other entities in our group as part of our regular reporting activities on company performance, in the context of a business reorganisation or group restructuring exercise, for system maintenance support and hosting of data.

We require third parties to respect the security of your data and to treat it in accordance with the law.

We do not transfer your personal information outside the EU. However, some data may be stored in the CRM systems Salesforce, which means your information may be transferred further. An adequate agreement is in place with Salesforce and they certification under the EU-US Privacy Shield Frameworks.

8 Change of Purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonable consider that we need to use it for another reason which is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and explain the legal basis which allows us to do so.

9 Data Security

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to, or use or disclosure of, your personal information.

Electronic data and databases are stored on secure computer systems, and we control who has access to information (using both physical and electronic means). Our staff receive data protection training, and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

10 Data Retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. In order to determine the appropriate retention period for personal data, we consider the activity/project, duration of activity/project. In the instance of accidents and/or incidents, records will be kept for longer for the purpose of requirement by law. After the retention period we will securely delete or anonymise your personal information in a way that is designed to ensure that it cannot be reconstructed or read.

11 Access to your Information - No Fee Usually Required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is excessive.

12 Right to Withdraw Consent

We want to ensure you remain in control of your personal data. The General Data Protection Regulations (GDPR), give everyone a number of very important rights. These include:

- the right to ask us to remove your personal data from our records (though this will not apply where it is necessary for us to continue to use the data for a lawful reason),
- the right to have inaccurate data rectified,
- the right to request a copy of the information we hold about you.
- the right to ask us to stop using your information for marketing or profiling, and where technically feasible, the right to obtain and reuse your personal data for your own purposes.

You can change the way you hear from us, opt out from direct marketing communications or withdraw your permission for us to process your personal data at any time by contacting our media, marketing and communications officer.

13 Changes to this Privacy Notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

14 Making a complaint or giving positive feedback

If you are dissatisfied with our organisation or our work and would like to raise a concern or make a complaint, or if you would like to leave some positive feedback about any aspect of our work, please get in touch with us.

Mansfield Town Community Trust is separate organisation to Mansfield Town Football Club. If you want to find out more about the football clubs data protection, please visit their website, www.mansfieldtown.net.



Contact us below:

Email: community@mansfieldtownct.net

Phone: 01623 656920

Mansfield Town Community Trust

Quarry Lane

Mansfield

NG18 5DA

This policy was last updated: 28th April 2023