



## DATA PROTECTION PRIVACY NOTICE

Approved by the Trustees of **Retrouvaille England & Wales** on 26 January 2021.

### WHO ARE WE?

Retrouvaille in England and Wales (**'REW'**) (Registered Charity No. 1110330) operates a programme known as the 'Retrouvaille Programme' consisting of three phases: a weekend experience (either residential or virtual), twelve post sessions (in person or virtual) and continued support (C.O.R.E.). **REW** operates as a data controller, meaning that it decides how your personal data is collected and for what purposes.

### YOUR PERSONAL DATA - WHAT IS IT?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession.

### HOW WE ACQUIRE YOUR PERSONAL DATA

The **REW** website does not collect any personal data, apart from information that you volunteer when registering your interest in the programme, providing feedback, making a payment or donation, or when asking a question.

We also acquire additional data that you voluntarily provide during and after your programme experience either on paper or electronically.

We do not purchase lists of personal data from third parties.

### HOW WE PROCESS YOUR PERSONAL DATA

**REW** complies with Data Protection Law by keeping personal data up to date; by storing and destroying it securely, by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure by ensuring that procedures and technical measures are in place to protect the personal data.

Any information you provide through the website is used only for the purpose that you provide it.

When calls are made to **REW** using our published phone numbers,

We use your personal data for the following purposes:

- To enable us to manage our relationship with you when you book to attend the Retrouvaille Programme.
- To contact you in response to communications you might send us.
- To provide you with the information / services you have requested.
- To inform you of related news, events, activities and services that form part of the ongoing support of **REW**.
- To promote the interests of **REW**.
- To manage our volunteers.
- To confirm payment of the programme fee or to acknowledge a donation.



# Retrouvaille England and Wales

Retrouvaille in England and Wales

Registered Charity No. 1110330

Note that all payments or donations made through this website are handled by Paypal and **REW** does not have access to any credit card details.

## WHAT IS THE LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA?

• To maintain our own accounts and records (including the processing of Gift Aid applications)

Processing of personal data is necessary for you to participate in the Retrouvaille Programme, or to take steps to enter into such a contract. Further processing of personal data is necessary for the legitimate interests of REW to provide information in relation to the programme, and ongoing support available after the completed weekend phase and Post weekend phase of the programme.

Any information you provide through the website is used only for the purpose that you provide it.

We use your personal data for the following purposes:

- To enable us to manage our relationship with you when you book to attend the Retrouvaille Programme.
- To contact you in response to communications you might send us.
- To provide you with the information / services you have requested.
- To inform you of related news, events, activities and services that form part of the ongoing support of **REW**.
- To promote the interests of **REW**.
- To manage our volunteers.
- To confirm payment of the (fee) or to acknowledge any other donations. Note that all donations made through this website are handled by Paypal and **REW** does not have access to any credit card details.
- To maintain our own accounts and records (including the processing of Gift Aid applications)

## SHARING YOUR PERSONAL DATA

Your personal data will be treated as strictly confidential and to carry out a service for you or to contact you in connection with the legitimate business of **REW** and for no other purpose. We will not share your data with other third parties unless you give your explicit consent on each occasion.

## HOW LONG DO WE KEEP YOUR DATA?

If you send us a general query, your information will be removed from our systems once the query has been responded to, or kept as long as legally required considering the nature of the query.



# Retrouvaille England and Wales

Retrouvaille in England and Wales

Registered Charity No. 1110330

If you enquire about attending the Retrouvaille programme, your information will be kept until the next programme starts or the programme date relevant to your specific enquiry, unless specifically requested by you to be removed earlier.

If you the weekend programme, your information will be kept, to provide regular information of ongoing support events and opportunities (e.g. C.O.R.E), unless specifically requested to be removed.

Payment or donation records are retained as required by law or by HMRC.

## **YOUR RIGHTS AND YOUR PERSONAL DATA**

Unless subject to an exemption under Data Protection Law, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which **REW** holds about you.
- The right to request that **REW** corrects any personal data if it is found to be inaccurate or out of date.
- The right to request that your personal data is erased where it is no longer necessary for **REW** to retain such data.
- The right to withdraw your consent to the processing at any time.
- The right to request that the data controller provide the data subject with his/her personal data and, where possible, to transmit that data directly to another data controller (known as the right to data portability) (where applicable).
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request that a restriction is placed on further processing.
- The right to object to the processing of your personal data.
- The right to lodge a complaint with the Information Commissioner's Office.

## **FURTHER PROCESSING**

If **REW** wish to use your personal data for a new purpose, not covered by this Data Protection Privacy Notice, we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

## **CONTACT DETAILS**

retrouvailleukinfo@gmail.com

+44 7887 296983 / +44 7973 380443



**Retrouvaille England and Wales**

Retrouvaille in England and Wales

Registered Charity No. 1110330

Retrouvaille in England and Wales is a registered charity, no 1110330. [Contact Us](#)