



## DATA HANDLING AND MARKETING POLICY

In accordance with European General Data Protection Regulation (GDPR)

- a. You can view your stored information by giving written request to do so, we will provide details to you within 30 days.
- b. We will always keep your data safe and secure.
- c. We do not sell your data.
- d. We will only share your data with a third party when legally required to do so or when required to enable us to provide an agreed service.
- e. We will only use your data to let you know about our events and activities that we think will be of interest to you, if you give consent to do that.
- f. We will keep your personal details no longer than legally required to do so.
- g. If you no longer wish to receive our marketing communications or materials you can contact us on [data@cumbernauldymca.org.uk](mailto:data@cumbernauldymca.org.uk) to remove your details from all our marketing lists.

How we use your information.

### SERVICE USERS

USE OF YOUR DETAILS	WHY ?
To send you mailings and information about our work that we think you will be interested in	We want to let you know about other events that we think are relevant to you and your interests.
To send you information about programmes or services you are part of.	We want you to use our services and programmes to the full.
Finding out your views and opinions on events and activities.	We have a commitment to gathering your views to assess our services with regards to quality and review purposes.
When taking part in a programme or service	To provide you with details of any change or alternative arrangements.
When your child is enrolled in our Childcare Service we will send you quarterly newsletters.	We send these newsletters to keep you up to date with what has been going on at your child's base.
When registering your child with our Childcare (POMP) Service, we will ask for your/child's contact details and relevant background information.	We use this information to keep you informed of your child's care and assess your child's needs when compiling an appropriate Personal Care Plan.
When applying for our supported accommodation, we will ask you for contact details and relevant background information.	We use this information to assess your support needs during the application process and thereafter provide agreed support services.
When applying for membership to take part in our programmes, we will ask you for contact details and relevant background information.	We use this information to contact you with details of any change or for emergency purposes. We also may use this information to assess your ability to take part in a particular programme.

HOW WE USE YOUR BANK DETAILS AND PAYMENT INFORMATION	WHY ?
Taking payments by card or direct debit, issue statements or invoices and give refunds.	We do this to fulfil our agreement and/or contract with you to provide a service. We will not hold onto your payment details when taking card payments as these will be input direct. Banking details for direct debts are kept secured with digital copies encrypted.