



Kangaroos Privacy Statement

Introduction

Kangaroos, a registered charity based in Mid Sussex since 1994, provides a range of fun, inclusive social and leisure activities in our local community for children and young adults with learning disabilities, as well as additional physical, sensory, medical and behavioural difficulties. We enable them to have a social life with their peers, giving them opportunities to enjoy a wide range of activities supported by experienced staff and volunteers. We aim to provide activities and social opportunities that all children and young people need to fulfil their emotional, social, cognitive and physical needs.

1. What this privacy policy covers

Kangaroos Mid Sussex is committed to protecting your privacy in accordance with their obligations under data protection legislation. The current data protection law is found in the Data Protection Act (2018) which is the UK's implementation of the General Data Protection Regulation and Privacy and Electronic Communications Regulations (PECR).

This privacy policy explains what information Kangaroos collects about you and how it will be used.

Kangaroos Mid Sussex promises to respect any personal data you share with us, or that we get from other organisations, ensure its accuracy and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect. At Kangaroos Mid Sussex we take your privacy seriously and we will only use your personal information for legitimate reasons to provide you with the services you have requested.

If you have any queries regarding this privacy policy please contact the Data Protection Lead, Jenni Herrett email jenni@kangaroos.org.uk

2. Where from and how we collect your information

We collect information in the following ways

2.1 Families:

Kangaroos information forms
Kangaroos Website
Schools
Local Disability Teams

2.2 Staff and Volunteers:

Kangaroos information forms
Kangaroos Website

2.3 Supporters:

Networking events
Email contacts
Fundraising events

3. What information do we collect and how do we use it?

The type of personal information we will collect about you will depend on the purpose of collecting the information.

3.1 Families:

If your child or young person attends our services we will collect the following information about you:

Child/young person's name and date of birth
Parent/carers names
Telephone number
Email address
Postal address
Emergency contact details
Diagnosis and medical conditions
GP name and contact details
Social worker name and contact details
Teacher's name and contact details

When you provide us with your personal data we will use this for the following reasons:

- To enable us to provide an efficient and quality service to disabled children, young people and young adults
- To contact you via email or post with regular newsletters, fundraising events and opportunities

3.2 Staff and Volunteers:

If you work or volunteer for us on a sessional or permanent basis we will collect the following information about you

Name
Telephone number
Email address
Postal address
Emergency contact details
National Insurance number
Bank details

When you provide us with your personal data we will use this for the following reasons:

- To enable us to provide an efficient and quality service to disabled children, young people and young adults
- To contact you via email or post with regular newsletter, fundraising events and opportunities.

3.3 Supporters

If you support us by attending fundraising events, making donations or supporting Kangaroos in other ways, we will collect the following information about you

Name
Telephone number
Email address
Address
Postcode

In some circumstances we may also collect sensitive information including information relating to your health. However, we would only request this information where this is required and relevant to the reason why we are processing your data, such as if you are registering to take part in a high-risk challenge event.

When you provide us with your personal data we will use this for the following reasons:

- To contact you via email or post with regular newsletter, fundraising events and opportunities.
- Process your donation
- Keep a record of your relationship and communication preferences with us
- To enable us to deliver more relevant content to you, through targeted communications

3.4 Direct marketing

Email/text marketing

We will only contact you by email or text message if you actively consent to this, unless we believe there is a legitimate reason to contact you. By consenting to Kangaroos emails or opting in to email communications, you grant us permission to use your email address to send you email marketing communication. At any stage you may choose to opt out of such communications – more information on opting out is here.

Post/telephone marketing

If you have provided us with your postal address or telephone number we may contact you by post or telephone about our work, unless you have told us that you don't want to receive this. Before making such calls we will always screen against the Telephone Preference Service (TPS) or, where sending letters, we will always screen against the Mail Preference Service.

Where you are registered with the TPS we will only make calls to you if you have specifically consented to receiving calls from Kangaroos or if we need to contact you in reference to a donation, for example if there has been a problem in processing a payment. Likewise we will only write to you if you are registered with the Mail Preference Service if you have specifically consented to receiving letters from Kangaroos.

3.5 Third parties

Kangaroos will not sell your data. We will not share your data for marketing purposes unless you have actively consented to this. However, in some circumstances we may need to share your details with a third party for processing. This could be if we run an event in partnership with another organisation and they need your details in order to fulfil your tickets or experience. For example, if you are taking part in a running event with us, we may need to share your details to be able to send your race pack to you.

3.6 Fundraising

Kangaroos Mid Sussex is a charity and we rely on voluntary income to carry out our mission to: Deliver fun and social activities in a supported setting for young people with learning disabilities in Mid Sussex.

This vital and valuable work is supported by individuals, trusts and foundations and companies who we work with to support us with our fundraising.

We aim to target our fundraising activities to ensure that we contact you appropriately. We may use simple research methods to profile supporters and to identify shared interests and connections. We may work with trusted third-party partners such as database screening companies to provide us with further information about our

supporters. All information is obtained from publicly available sources or data that you have given to us.

We use this information to understand who our supporters are and what they may be most interested in. This information aids us in making appropriate fundraising approaches to those who will be most interested and most able to support Kangaroos.

You can opt out of your data being used in this way by emailing fundraising@kangaroos.org.uk

3.7 Enhancing your supporter experience

We may use profiling and screening techniques to ensure that the communications we send you are relevant to you. This allows us to provide an improved experience for our supporters.

When building a profile of our supporters we may analyse geographic and demographic information, as well as your online behaviour and purchase history, to better understand your interests so we can contact you with relevant messages. An example of this would be looking at your location so we can share information about relevant events in your area.

You can opt out of your data being used in this way by contacting us by emailing fundraising@kangaroos.org.uk

3.8 Your choice:

You always have a choice as to whether and how you want to receive communications about our work, products and services and ways you can get involved. If you do not want us to use your contact details to contact you in the future you can opt out of this when we collect your details or at a later time.

If you ever want to change your contact preferences, or opt out of communications, you can do this at any time by contacting fundraising@kangaroos.org.uk

If you choose not to be contacted by us we will never send you personalised marketing communications, but we will keep your details on a 'suppression list' to ensure you aren't contacted.

3.9 Legal basis for processing your personal data

In some circumstances we will collect and process your personal information using the legitimate interest legal processing basis.

In most cases we will need to process your data as a necessary part of providing you with a service for your family. However, in other circumstances we will rely on your consent when using your personal data. An example of this would be when we request your consent to receive marketing emails from Kangaroos.

3.10 Retention

We hold your information for only as long as necessary for the purpose needed. For example, if you have declared gift aid, HMRC require us to store your name and address for seven years or for as long as we are providing you with a service.

3.11 Under 18s

We collect and manage data of under 18's. We will always aim to manage this data in a way which is appropriate to the age of the child and will only keep this data for the purpose in which it was collected.

We will always ensure that we have the consent from the parent or guardian of the child before collecting and processing this information.

3.12 Job and volunteering application data

If you apply to work or volunteer at Kangaroos, we will use the information you supply to us to process your application and to monitor recruitment statistics.

If you are unsuccessful in your application we will keep your personal information for 12 months.

4. How do we keep your personal information secure?

We always ensure that we have the necessary controls in place to protect the personal data you provide us with.

We carry out regular audits of who has access to data so that we can ensure that your information is accurate and only accessed by trained staff.

4.1 Making payments

Kangaroos makes every effort to maintain customer confidentiality when securing an online payment. This includes ensuring the security of your credit card details and other personal information. We don't store your card details on any Kangaroos system. All of your personal information is encrypted as it travels over the internet. When you

make a booking, you enter a secure internet site (indicated by the letters https:// in the address bar and or a padlock displayed in your web browser). When you make a payment you will pay via paypal and we will not have knowledge of your card details.

Creating a new Direct Debit mandate online requires your name, address, email address, and details of your bank account. This information is used to set up a regular Direct Debit payment with your bank and is retained by us securely in order to claim monthly or annual payments from your account as per your instructions.

4.2 Third parties

If requested we may need to supply your information to the police, regulatory bodies or legal advisors.

We will not share your data with any other third parties unless you have given your explicit consent for us to do so. We will not share your data outside the EEA.

5. Your right to your personal information

Under the General Data Protection Regulation you have the right to request a copy of the personal information we hold about you. You also have the right to request that we erase any personal information we hold, where Kangaroos has no compelling reason to continue processing this data.

If you wish to request this information please contact jenni@kangaroos.org.uk or call 01444 459108. We will then send you a form which you will need to complete and send back to us by post. We will also require you to provide two forms of identification. Once we have received your information request and your identification we will respond within one month.

6. Updates to this privacy policy

We may make changes to this Privacy policy. If we do make any significant changes to the way we collect and process your personal information we will make this clear on the Kangaroos website, or by contacting you directly.

7. Raising Queries or Concerns

If you have any questions, comments, or concerns about data protection at Kangaroos please contact our Data Protection lead jenni@kangaroos.org.uk.

If you are not satisfied with the response you receive from us for any reason then you may wish to contact the Information Commissioner's Office via <https://ico.org.uk/>.

8. Cookies

To make this site work properly, we sometimes place small data files called cookies on your device. Most websites do this too.

A cookie is a small text file that a website saves on your computer or mobile device when you visit the site. It enables the website to remember your actions and preferences (such as login, language, font size and other display preferences) over a period of time, so you don't have to keep re-entering them whenever you come back to the site or browse from one page to another.

8.1 How do we use cookies

A number of our pages use cookies to remember:

- Your display preferences, such as contrast colour settings or font size if applicable
- If you have already replied to a survey pop-up that asks you if the content was helpful or not (so you won't be asked again)
- If you have agreed (or not) to our use of cookies on this site

Also, some videos embedded in our pages use a cookie to anonymously gather statistics on how you got there and what videos you visited.

Cookies are also stored by Google Analytics, the Google service which measures the effectiveness and efficiency of the website.

Enabling these cookies is not strictly necessary for the website to work but it will provide you with a better browsing experience. You can delete or block these cookies, but if you do that some features of this site may not work as intended.

The cookie-related information is not used to identify you personally and the pattern data is fully under our control. These cookies are not used for any purpose other than those described here.

8.2 How to control cookies

You can control and/or delete cookies as you wish – for details, see [aboutcookies.org](https://www.aboutcookies.org). You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed. If you do this, however, you may have to manually adjust some preferences every time you visit a site and some services and functionalities may not work.