

YouMatter's privacy policy

Introduction

YouMatter is registered as a 'Controller' under the Data Protection (Jersey) Law 2018 as we collect and process personal information about you. We process and hold your information in order to provide our services and meet our statutory obligations. This notice explains how we use and share your information. Information may be collected on a paper or online form, by telephone, email, by a member of our staff, a Trustee or a volunteer.

We will continually review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law.

Information we collect about you

We may collect the following types of information about you:

- Name
- Address
- Telephone number
- Email
- DOB
- Gender
- Education & Training Details
- Family, Lifestyle & Social Circumstances
- Goods or Services Provided
- Personal Details
- Physical or Mental Health or Condition
- Sexual Life

Why we collect information about you

We need to collect and hold information about you, in order to:

- to communicate with you
- verify you are who you say you are
- investigate your complaint
- answer your questions
- handle your referral / application for services

PO Box 465 | St Helier | Jersey | JE4 5RZ
07797 969886 | hello@youmatter.je

www.youmatter.je

YouMatter is a member of the Association of Jersey Charities, number 407.

- provide you with information you need
- meet our statutory obligations
- carry out the service you have requested, and to monitor and improve our performance in responding to your service request
- ensure that we meet our legal obligations
- where necessary to protect individuals from harm or injury
- to allow the statistical analysis of data so we can plan the provision of services

How we use information about you

We will use the information you provide in a manner that conforms to the Data Protection (Jersey) Law 2018.

We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary.

We may not be able to provide you with a service unless we have enough information or your permission to use that information.

We will not pass any personal data on to anyone outside of our organisation, other than those who either process information on our behalf, or because of a legal requirement, and we will only do so, where possible, after we have ensured that sufficient steps have been taken by the recipient to protect your personal data.

We will not disclose any information that you provide 'in confidence', to anyone else without your permission, except in the few situations where disclosure is required by law, or where we have good reason to believe that failing to share the information would put someone else at risk. You will be told about this unless there are exceptional reasons not to do so.

We do not process your information overseas using web services that are hosted outside the European Economic Area.

Data Sharing

YouMatter is registered as a 'Controller' under the Data Protection (Jersey) Law 2018 as we collect and process personal information about you. We process and hold your information in order to provide our services and meet our statutory obligations.

We will not share your data with any other organisations without your permission to do so. Once we have that permission, we ensure to share information in a responsible and appropriate manner.

E-Mails

If you email us we may keep a record of your email address and a copy of the email for record keeping purposes.

For security reasons we will keep the amount of confidential information in any email that we send you to an absolute minimum. We would also suggest that you keep the amount of confidential information you send to us via email to a minimum or correspond with us by post.

We will not share your email address or your email contents unless it is necessary for us to do so; either to fulfil your request for a service; to comply with a legal obligation, or where permitted under other legislation.

Telephone Calls

We do not record or monitor any telephone calls you make to us using recording equipment, although if you leave a message on our voicemail systems your message will be kept until we are able to return your call or make a note of your message. File notes of when and why you called may be taken for record keeping purposes. We will not pass on the content of your telephone calls, unless it is necessary for us to do so; either to fulfil your request for a service; to comply with a legal obligation, or where permitted under other legislation.

Your rights

You can ask us to stop processing your information

You have the right to request that we stop processing your personal data in relation to any of our services. However, this may cause delays or prevent us delivering a service to you. Where possible we will seek to comply with your request but we may be required to hold or process information to comply with a legal requirement.

You can withdraw your consent to the processing of your information

In the few instances when you have given your consent to process your information, you have the right to withdraw your consent to the further processing of your personal data. However, this may cause delays or prevent us delivering a service to you. We will always seek to comply with your request but we may be required to hold or process your information in order to comply with a legal requirement.

Should you wish to withdraw any consent provided please email hello@youmatter.je

You can ask us to correct or amend your information

You have the right to challenge the accuracy of the information we hold about you and request that it is corrected where necessary. We will seek to ensure that corrections are made not only to the data that we hold but also any data held by other organisations/parties that process data on our behalf

You request that the processing of your personal data is restricted

You have the right to request that we restrict the processing of your personal information. You can exercise this right in instances where you believe the information being processed is inaccurate, out of date, or there are no legitimate grounds for the processing. We will always seek to comply with your request but we may be required to continue to process your information in order to comply with a legal requirement.

You can ask us for a copy of the information we hold about you

You are legally entitled to request a list of, or a copy of any information that we hold about you. However, where our records are not held in a way that easily identifies you we may not be able to provide you with a copy of your information, although we will do everything we can to comply with your request.

Complaints

If you have an enquiry or concern regarding YouMatter processing your personal data you can:

- call 07797 969886
- email hello@youmatter.je
- write to YouMatter, PO Box 465, St Helier, Jersey, JE4 5RZ

You can also complain to the Information Commissioner about the way your information is being used.

Reviewed September 2018.