



Befriended Privacy Notice

What is this?

At Befriended we collect and use information about our Befrienders, Befriendeds and Partners. That information is known as 'personal data'. We have a legal responsibility to handle that information with respect, and to tell you how and why we use your data.

This privacy notice explains what we do with your data, and also explains the rights you have over your data. These include amongst others, the right to ask for copies of your data, and to object to the way your data is being used.

If you have any questions about this privacy notice or anything related to personal data, you can contact our Chief Executive, Gail Millar at gail@befriended.org or on 07900 215600

Personal data

When we say 'personal data' this means any information that relates to a living person who can be identified from that information. This will usually include your name, address, contact details, and other information we collect as part of our relationship with you, whether you are a Befriender, Befriended, Partner, or anyone else we come into contact with through our work.

Some especially sensitive information is known as 'special categories' of data, and this includes information about a person's religious beliefs, physical or mental health, sex life or sexual orientation. There are very strict legal rules around using these types of data, or information about criminal offences.

We only use your personal data if we need to for a specific purpose, as explained below. Most often, we collect your personal data directly from you, through our contact with you.

Your data and how and why we process it

In general terms, we use your data so we can manage and support our relationship with you, comply with legal obligations, improve our services and achieve our legitimate business aims. The information below gives more details about our purposes for processing data, and the legal bases for our processing.

Clients – Befriendees and other service users

We process your name, contact details, information about your interests and befriending needs, and other information that we collect through our ongoing contact with you. We use this data on the legal basis that it is necessary for us to be able to provide and improve our befriending and other services as appropriate and to provide the service on the basis of the highest need. For example, if we know you are interested in cricket, we would love to match you with a Befriender who is a fellow cricket fan if possible.

We collect information related to your health and any criminal information related to you or anyone closely connected to you, so we can carry out a risk assessment and identify anything that could affect the safety of our Befrienders, or the way we are able to provide you with the Befriending service. We have a legal responsibility to protect the safety of everyone involved in our work and have a lawful right to process data as explained, when it is for the purposes of safety, safeguarding, and providing our services as a (faith-based) charity.

We are a Christian charity but welcome people of all faiths and none. We will ask you if you have a particular faith that you'd like to be part of your Befriending experience, and will record that information and what that faith is, if you choose to tell us about it. We have a lawful right to process that data on the basis of providing our services as a (faith-based) charity.

We do not share any sensitive health, criminal or religious beliefs information outside of the charity without your consent. The only exception would be if we need to report something to an external agency in order to protect the wellbeing of yourself or someone else. This includes social services referrals or contacting the emergency services if the situation required us to.

As Befriended gets to know our clients better, we will usually learn more about you, which we will only use in order to support the service we provide to you. We will let you know about other services we think you could be interested in. If we want to send you emails with that service information or similar, we will do so only with your consent to receive those emails and you can opt-out at any time.

Befrienders and other volunteers:

We process your name, contact details, information about your interests, and other information that we collect through our ongoing contact with you. We use this data on the legal basis that it is necessary for us to be able to provide and improve our befriending and other services as appropriate. For example, if we know a Befriender is interested in cricket, we would love to match them with a Befriendees who is a fellow cricket fan if possible.

We collect information related to your health and any criminal information, so we can manage any risks and identify anything that could affect your safety or of our clients. We have a legal responsibility to protect the safety of everyone involved in our work and have a lawful right to process data as explained, when it is for the purposes of safety, safeguarding, and providing our services as a (faith-based) charity.





We are a Christian charity and require our volunteers to live our Christian values in their volunteer work, but welcome people of all faiths and none. We will ask you if you have a particular faith that you'd welcome being part of your Befriending experience, and will record that information and what that faith is, if you choose to tell us about it. We have a lawful right to process that data on the basis of providing our services as a (faith-based) charity.

We do not share any sensitive health, criminal or religious beliefs information outside of the charity without your consent. The only exception would be if we need to report something to an external agency in order to protect the wellbeing of yourself or someone else. This includes social services referrals or contacting the emergency services if the situation required us to.

In order to protect the safety of our clients, we will carry out a DBS check on volunteers, and require a copy of your driving licence if you are planning to take a client out and drive them.

We will ask you for referees, so please ensure your referees have consented to you sharing their name and contact details with us for our purposes of taking up references.

If we want to send you emails with information about our services, fundraising or similar, we will do so only with your consent to receive those emails and you can opt-out at any time.

Partners / Referrers:

People and organisations who refer someone to our services are what we call "Partners". We keep your name and contact details on the basis of our legitimate interests of providing our services and staying in touch with people who can help us reach people who could benefit from our services. If you prefer us to not keep your details, please let us know.

For referrers who are individuals, rather than representatives of an organisation, if we want to send you emails with information about our other services, fundraising or similar, we will do so only with your consent to receive those emails and you can opt-out at any time.

Other contacts:

We process names, contact details, and other information produced through our interactions, of other external contacts, such as our suppliers, to enable us to manage our working relationship with you, on the basis of our legitimate interests to be able to provide our services to those who need them, in the most effective way.

You have the right to object to any of this processing and we will assess any objection sensitively.

Marketing messages

If we send electronic marketing (which includes fundraising) messages to you as an individual (rather than a business representative), we will do so only on the basis of your freely-given consent and you can opt-out at any time.

If we send electronic marketing messages to you as a business or external agency representative, we will do so for the purposes of our legitimate interests to increase awareness of our services, and you can opt-out at any time.

If we send hard copy marketing messages to you, we will do so for the purposes of our legitimate interests to increase awareness of our services, and you can opt-out at any time.

Why we share your data

We share the data we process with other organisations, only when we have a lawful basis to do so, or when we are using a supplier who will act as a 'Data Processor' on our behalf. 'Processors' are businesses who handle, or could potentially handle, personal data as part of providing a service to us, and include our IT system providers, our email providers, and our website hosts.

Other organisations we share data with include the HMRC and banks for processing tax and payments of donations, and we will co-operate with police and other authorities if we are asked to, in order to investigate or prevent crime, including fraud, and other unwanted behaviours such as incompetence in public roles.

How we store your data

Your personal data is held in both hard copy and electronic formats. Where we store or transfer your data outside of the UK we do so only where appropriate safeguards are in place, including the data being in a country that has been assessed as 'adequate' or we have entered into Standard Contractual Clauses to control the protection of your data.

How long we keep your data

Your data is only kept for as long as there is a lawful reason to retain it. Some of our retention periods are based on legal requirements, and others are based on the practical reasons we need to keep the data for a certain period of time.

Once we reach the retention period, we will securely delete the relevant data, unless we are legally required to keep it longer, or there are legal reasons why we should keep it longer.





Your rights as a data subject

As a data subject, you have the following rights in relation to your personal data:

- To be informed about how and why your data is handled, which we do so through this Privacy Notice;
- To gain access to copies of your personal data;
- To have errors or inaccuracies in your data changed;
- To have your personal data erased, in limited circumstances (sometimes known as the 'right to be forgotten');
- To object to the processing of your personal data for marketing purposes or when the processing is based on the public interest or other legitimate interests;
- To restrict the processing of your personal data, in limited circumstances;
- To obtain a copy of some of your data in a commonly used electronic form, in limited circumstances;
- Rights around how you are affected by any profiling or automated decisions – we do not currently make any automated decisions about our clients, volunteers or partners.

If you wish to exercise any of these rights, please contact us.

For more information about these rights, please see the ICO's website <https://ico.org.uk/> or contact us.

Withdrawing consent

If we are relying on your consent to process your data, you may withdraw your consent at any time by contacting us.

Complaints to the Information Commissioner

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint on the ICO's website <https://ico.org.uk/>.

Website Cookies

Our website uses essential cookies which are necessary for the proper operation of the website, as well as non-essential cookies, namely Google Analytics cookies, which can identify your IP address, but not any other personal details.

Our Cookies settings area on the website allows you to choose whether to accept the non-essential cookies.

If you prefer to turn off *essential* cookies as well as non-essential cookies, you can turn them off in your browser, but please be aware that the website will not operate as intended.

This Privacy Notice was last updated 21 July 2021.

