



Privacy Policy

This document describes how we process your personal information in accordance with the General Data Protection Regulation (UK GDPR) and Data Protection Act 2018. It also contains important information about your rights and how to contact us.

When you contact us or become a participant on one of our programmes, we collect information about you. We collect and process the following information:

- Your name and contact details
- Reference and ID numbers and other information that enables us to work with you
- A record of our interaction with you

Most of this personal information is **provided to us** directly by you but if you have been referred to us by another person or organisation, they may give it to us on your behalf.

We use this information to work with you efficiently and to evaluate and quantify our work

We may share this information with our staff and volunteers when it is relevant to them and with organisations and institutions that are directly involved in our work with you. We may share some of it with appropriate outside and third-party organisations, such as people we are referring you to.

We share some anonymised information for the purposes of research. If researchers wished to speak to you directly we will gain your consent before giving them your contact details

We do not share any personal information with other organisations for gain or for marketing purposes except when you have given us your consent for publicising our work. If you withdraw your consent we will stop using that information in new material and as far as we can remove it from material that has already been distributed.

Under the General Data Protection Regulation (GDPR), **the lawful bases we rely on** for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting our data-protection officer by at our address and telephone number or by email dataprotection@twist.org.uk
- (b) We have a contractual obligation to our partners.
- (c) We have a legal obligation or a public duty.
- (d) We have a legitimate interest

We store your personal information securely at our office and on secure online systems.

We **retain** your personal information for a length of time that varies according to our work with you.

- Sometimes this is only while we are working with you
- Sometimes some of the information is retained to verify and report on our work with you. This would be the case if you had been referred to us. Some contracts require us to retain some personal information for a specified period after the completion of a programme
- Sometimes the information is retained as evidence that you have been engaged with us, in order for example to give you a reference or recommendation

Under data protection law, **you have rights** including:

- Your right of access - You have the right to ask us for copies of your personal information.

- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at any of the addresses above if you wish to make a request.

If you wish to complain or have any concerns about our use of your personal information, you can make a complaint to us at the above address or by email to dataprotection@twist.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>