

Privacy Policy

At Macc, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who use our services and visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may update this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. We will inform you of any significant changes. By using our services and website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to: data@macc.org.uk or by writing to Macc, 3rd Floor, Swan Buildings, 20 Swan Street, Manchester, M4 5JW. Alternatively, you can contact us on 0161 834 9823.

Who are we?

Macc is the voluntary, community and social enterprise (VCSE) sector support organisation for the city of Manchester. Our purpose is to encourage, support and develop VCSE organisations and individuals to have a real influence over the places and communities in which they live. On our organisation website www.macc.org.uk, you can find information about Macc as an organisation: who we are, how we are funded and how our governance works.

What is personal data?

'Personal data' means any information that identifies a living person. This can include name, address, phone number or email address.

It also covers our use of any personal information you provide to us. This may be by phone, text message (SMS), email, social media, letter and other correspondence, and in person. It can include IP addresses and other technical identifying information.

Please see the ICO website for a definition on personal data (<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/key-definitions/>).

What is sensitive personal data?

'Sensitive personal data' is data consisting of racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation.

Who do we collect personal information about?

We need to collect and use your personal data if you contact us for any reason, including if you are a:

- Individual from a voluntary community social enterprise (VCSE) organisation in Manchester contacting us for support
- A volunteer registering with volunteer centre Manchester
- Stakeholder or partner
- Visitor to any of our websites
- Someone who connects with us through social media platforms
- Someone who accesses one of our funded projects
- Volunteer or prospective volunteer of Macc
- Employee or prospective employee of Macc
- Supplier or prospective supplier to Macc
- Journalist, member of the media or someone who publishes or broadcasts to the public
- MP, other parliamentarian or representative including councillors
- Person within the VCSE sector who works with us
- Person from an organisation that wishes to work with us or ask us for support or information.

How do we collect information from you?

Macc may collect personal information about you from a number of sources:

- Directly from you, when you fill out paper or electronic forms, email us, speak to us over the telephone or write to us
- When you access our website, for example your IP address
- From a third party, for example a project partner or funder

What type of information is collected from you?

The personal information we collect might include:

- your name, address, email address, landline or mobile telephone number, IP address, and information regarding what pages are accessed and when.
- If you make a donation online your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- provide you with Capacity Building support
- provide you with Volunteer Centre services
- process your training / event bookings
- process your application for membership
- respond to your enquiry or request for information
- keep a record of any contact we have with you
- process sales or donations and verify financial transactions
- send you our email bulletins
- to carry out our obligations arising from any contracts entered into by you and us
- dealing with entries into a competition
- seek your views or comments on the services we provide
- notify you of changes to our services

- Tell you about the things you have told us you are interested in – if you have given us permission to inform you of the relevant areas of interest
- process grant applications
- process applications for jobs, internships, apprenticeships and placements (where applicable see also privacy notice for staff and volunteers)
- prevent or detect fraud
- provide a personalised service to you when you visit our websites. This includes the use of cookies if you agree to their use. This could include customising the content and / or layout of our pages for individual users.
- To carry out research on the demographics, background and interest of users of our service, our partners and stakeholders. This is to get a better understanding of you and to improve our services.
- Communicate with you as a user of our services, partner or stakeholder.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems only for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

What do we do with your information?

Your personal information will be stored securely. It may be stored in different places within Macc, including in our core IT systems, in our HR Management system and accounting / finance package.

Lawful Processing

Depending on the processing activity, we rely on the following lawful basis for processing your personal data under the GDPR:

- Article 6(1)(b) which relates to processing necessary for the performance of a contract.
- Article 6(1)(c) so we can comply with our legal obligations as an employer.
- Article 6(1)(d) in order to protect your vital interests or those of another person.
- Article 6(1)(e) for the performance of our public task.
- Article 6(1)(f) for the purposes of our legitimate interest.

Special category data

Macc may process special category data (sensitive data), for example details about your health or ethnic origin. We will only do this when it is necessary for delivery of the service and when we can show we have an additional basis for processing this data under the GDPR. This information can be found in the individual project privacy notices or in our staff or volunteers privacy notice. In the vast majority of cases Macc collects such data from you separately and on an anonymous basis. This is so we can improve our services and measure our impact and does not identify you.

Who do we share your information with?

Your information may also be shared with other people and organisations where the organisations are required by law to do so or with appropriate justification under the Data Protection Act (2018),

for example where the disclosure is necessary to a public body or another organisation to exercise its statutory functions. Examples of this include the sharing of employee data with HMRC regarding payroll functions or where we have a duty of care such as a safeguarding concern

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to evaluate and improve the quality of our services and to process donations). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. We will not release your information to third parties unless you have otherwise requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Product Providers we work in association with: When you are using our secure payment and online donation pages, these transactions will be processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

In the case that we lose a contract to deliver some of our services and in order for these services to be continued to be delivered we may transfer your personal information to a third party as part of a transfer of some or all of our funding and contracts. We will take steps to ensure that your privacy rights continue to be protected and we will inform you of our plans in line with this policy.

How do we keep your information safe?

We take our obligations under to look after your data very seriously and abide by the principles of data protection. We have put in place appropriate technical and organisational measures to meet the requirements of accountability. These include:

- The appointment of a data protection lead who reports directly to board
- Taking a 'data protection by design and default' approach to our activities.
- Maintaining documentation of our processing activities.
- Adopting and implementing data protection policies and ensuring we have written contracts in place with our data processors.
- Implementing appropriate security measures in relation to the personal data we process.
- Carrying out data protection impact assessments for our high risk processing.
- Staff that can see your information have undergone specific training around how to handle information properly

- We have information technology and data protection policies and procedures which set how your information is handled and protected.
- Relevant paper based information is processed only by the relevant members of the Macc team and kept securely within our Manchester registered office
- Our electronic systems and physical storage have appropriate access controls applied. This means if they are not the appropriate person they will not be able to see your information.
- Electronic information is processed within our secure network and systems.
- Any sensitive information (such as credit or debit card details) is encrypted and protected by the third party companies we use, for example PayPal (see their privacy policy here: www.paypal.com/en/webapps/mpp/ua/privacy-full) and Local Giving (<https://localgiving.org/privacy-policy>).
- The systems we use to process personal data allow us to erase or update personal data at any point in time where appropriate.

We strive to protect your personal information, whether provided digitally or in paper format, however we cannot guarantee the security of how you transmit this information to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where you have chosen a password, which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone else. Please let us know if you become aware of a breach of your personal data by emailing us at: data@macc.org.uk. For further information please read our Data Protection policy, Complaints Procedures and Confidentiality policy.

Your choices

You have a choice about whether or not you wish to receive information from us. If you want to receive direct marketing communications from us about our services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will contact you for marketing purposes by post if you have indicated that you wish to be contacted. You can change your marketing preferences at any time by contacting us by email at: data@macc.org.uk or telephone on 0161 834 9823.

Note on email marketing

Emails and text messages are also covered by the Privacy and Electronic Communications Regulations. Every time your email address or mobile telephone number is recorded, you will be offered email / text updates. You will have to tick a box to agree to your details being used for marketing emails / texts.

Also, any marketing emails / texts sent by Macc will include the opportunity to unsubscribe from future emails / texts.

How long will you hold onto my information?

Information has to be kept for different lengths of time that is often dictated either by law or funding terms and conditions. Where this is not the case we use recommendations from legal advisors and industry best practise to make a decision based around our business needs. Full details are in our retention policy.

Transfer of data outside of the European Union

Macc main data base is hosted in the UK and our IT support contract is provided by a UK based organisation.

We don't routinely transfer personal data overseas but when this is necessary we ensure that we have appropriate safeguards in place.

Your data on our websites

Macc currently runs a number of websites:

- www.macc.org.uk
- www.manchestercommunitycentral.org
- www.skillgivers.org.uk
- www.10gm.org.uk
- www.gmopn.org.uk

If you use any of the email facilities or forms on any of our websites, we will capture your email address, your name and, where relevant, your postal address. This means we can respond to your request, enquiry or order. We will ask if you want to opt in to being contacted in the future by mail, telephone, email or text.

If you use any of the secure forms on any of our websites your credit card information is only used to complete that transaction. All such forms are secure and cannot be accessed by anyone other than the members of staff involved in completing the transaction.

If you create an account on any of our websites (for example registering as a volunteer on the Manchester Community Central website) you may be asked to provide additional information. We only ask for the information necessary to provide you with an account / service you request and specific privacy notices explain the kinds of information we collect from you and why. These can be found in the relevant sections of our website.

Information is automatically provided on your browsing behaviour through the use of cookies on our sites. This information does not enable us to identify you personally. However, it does allow us to track usage of our sites so that we can improve them.

We use standard third-party web analytics services (such as Google Analytics) to collect anonymous information about your computer, including your IP address, operating system and browser type. This includes for example the number of users viewing pages on the site, but it does not identify you individually. This means we can monitor and report on the effectiveness of the site and help us improve it.

We may temporarily retain any data that you provide on the website, even if you do not complete your enquiry. Such contact details and data may be used to contact you to enquire if you require any assistance but for no other purpose.

E-newsletters

We use CiviCRM to deliver our e-newsletters. We gather statistics around email opening and clicks using industry standard technologies. This includes clear gifs to help us monitor and improve our e-newsletter.

Website hosting

We use a third-party service to host our websites. The sites are hosted with: Circle Interactive, the servers are based in the UK and Circle is ISO 200001 certified.

Links to other websites

Our websites may contain links to other websites run by other organisations. This privacy policy applies only to our websites, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

People who contact us through social media

If you send us a private or direct message through social media, the message will be stored in line with our data retention policy. It will not be shared with any other organisations.

What are my rights of access to my information?

You have the right to ask for access to any of the personal information that Macc hold about you. If you want to ask for this information please contact our data protection lead – Martin Preston data@macc.org.uk. More information on our website here: [Personal Data: Your Rights](#)

Your Right to Complain / Object

You have the right to complain if you feel your information is not being used in the right way or is incorrect. In the first instance you can contact our data protection lead – Martin Preston. If you do not wish to do this details of our complaints procedure can be found [here](#)

If you are still not satisfied with your response from Macc you also have the right to raise a complaint with the Information Commissioner's Office. For further details on this and your information rights please visit the Information Commissioner's Office Website [HERE](#)

How you can access and update your information

The accuracy of your information is important to us. If you would like to review and / or correct the information that we hold about you please contact us at: data@macc.org.uk, or write to us at: Macc, 3rd Floor Swan Buildings, 20 Swan Street, Manchester, M4 5JW. Alternatively, you can telephone us on 0161 834 9823.

18 or under

We are concerned to protect the privacy of children aged 18 or under. If you are aged 18 or under, please get your parent/guardian's or school/college's permission beforehand whenever you provide us with personal information.

The remit of this statement

This privacy statement does not cover information gathered on other websites outside our control. Our website includes links to other sites, including Macc partners, these sites will all have their own Privacy Policy.

Changes to policy

Macc will review this statement on a regular basis and the updated document will be circulated to staff and made available on our website.

This Policy was last updated in April 2021