

GDPR Privacy Notice

Organisation Name: Faversham Umbrella

Registered Charity Number: 1180736

Address: Umbrella Building, Court Street, Faversham, Kent, ME13 7AT

Effective Date: October 2025

Next Review Date: October 2026

Approved By: Louise Gransden – Chair of Trustees

Signature: *Louise Gransden* **Date:** 18-10-25

This notice is provided to comply with Data Protection laws

1. Who We Are

Faversham Umbrella

Umbrella Building, Court Street. Faversham. ME13 7AT

Email: info@favershamumbrella.org

Phone: 01795 229143

Website: www.favershamumbrella.org

We are committed to protecting your personal data and your privacy. This privacy notice explains how we collect, use, and safeguard your information.

2. What Data We Collect

Depending on your interaction with us, we may collect

- Name
- Contact detail (Email address and Phone number)
- Billing address
- IP address
- Browser information
- Usage data (e.g. pages visited, time spent)
- Age, gender, postcode (for demographic purposes)
- Testimonials or case studies

- Opinions or feedback on our services
 - Any other information you choose to provide voluntarily
 - Any other data you provide via forms or communication
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3. How We Collect Your Data

We collect data:

- When you fill out forms on our website or during your visit
- When you contact us via email or phone
- Through cookies and analytics tools
- From third-party integrations (if applicable)

4. Why We Process Your Data (Legal Basis)

We process your data for the following purposes and legal bases:

- To fulfil a contract with you (Art. 6(1)(b) GDPR)
 - With your consent (Art. 6(1)(a) GDPR)
 - To comply with legal obligations (Art. 6(1)(c) GDPR)
 - For our legitimate interests (Art. 6(1)(f) GDPR), such as improving our services
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5. How We Use Your Data

Your data may be used to:

- Provide and maintain our services
- Process transactions
- Send updates and marketing (with consent)
- Respond to inquiries
- Analyse website usage and improve performance
- Demonstrate service outcomes in funding applications
- Provide anonymised statistics or quotes to funders
- Show community need and impact

- Identify gaps and improve our services

We will not include identifiable information (e.g., your name) in any funding bids or public reports unless you have given explicit consent.

6. Who We Share Your Data With

We may share your data with:

- Service providers (e.g., payment processors, hosting providers)
- Legal or regulatory authorities when required
- Funders and Grant making bodies
- Partner organisations (with appropriate safeguards)
- Third parties with your consent

We ensure that these recipients respect the security of your personal data and treat it in accordance with the law. We will never sell your data or share it for marketing purposes.

7. Data Retention

We retain your personal data only as long as necessary to fulfil the purposes for which we collected it, including legal or reporting requirements, or until you withdraw consent.

8. Your Data Protection Rights

Under the GDPR, you have the right to:

- Access your data that we hold about you
- Correct inaccurate or incomplete data
- Withdraw consent at any time
- Request deletion of your data ("right to be forgotten")
- Object to processing or request restriction
- Lodge a complaint with a data protection authority

To exercise these rights, contact us at info@favershamumbrella.org

9. Data Security

We take appropriate technical and organisational measures to keep your data secure and protect it from loss, misuse, or unauthorised access.

10. Cookies

We use cookies and similar technologies to track activity and improve user experience. You can manage cookie preferences through your browser.

11. Contact Us

If you have any questions about this privacy notice or how your data is used, please contact:

Email: info@favershamumbrella.org

Phone: 01795 229143

You also have the right to lodge a complaint with your local data protection authority.