

Free Cakes for Kids Swindon

Privacy Notice

Version 1.0.	Date of issue 16/05/2018	Last amend 16/05/2018	Date for review 16/05/2019
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Introduction

Your privacy is important to us and we are committed to protecting it.

Free Cakes for Kids Swindon needs to keep certain information about its volunteers, referral partners and service users to allow us to monitor our performance, achievements and to operate effectively. It's also necessary to process information so that volunteers can be recruited and informed of cake requests to provide the service we offer to families.

To comply with legislation, information must be collected and used fairly, stored securely and not disclosed to any person unlawfully. To do this, Free Cakes for Kids Swindon must comply with the principles set out in the Data Protection Act 1998 and the 2018 General Directive on Data Protection(GDPR).

This Privacy Notice provides information about how your personal information is treated as you interact with Free Cakes for Kids Swindon. By using the services provided by, or volunteering with, Free Cakes for Kids Swindon, you agree to the practices detailed in this Privacy Notice.

1. What information we collect

1.1. The information we collect depends on how you interact with us. We collect two types of information:

(a) personal data that referrers submit via our online cake request form

(b) personal data that individuals submit when joining Free Cakes for Kids Swindon as a volunteer via our volunteer sign up form

2. Personal information submitted when you request a cake

2.1. When you request a cake from us we collect: your first and last name, your job title, your email address and / or telephone number, the first name and age of the child you're requesting a cake for, the delivery address and the contact name / telephone number for the person the cake is being delivered to.

3. Personal information submitted when you sign up as a volunteer

3.1. When you join Free Cakes for Kids Swindon as a volunteer we collect: your first and last name, your telephone number, email address and home address.

4. How we use information provided for cake requests

4.1. We use the personal information provided to us for the following purposes:

- (a) to make birthday cakes with the correct name and age on them;
- (b) to contact the person nominated to take delivery of the cake to arrange delivery details
- (c) to contact the referrer to confirm we are able to provide the cake, and to ask any subsequent questions that may arise
- (d) to send referrers emails from time to time, containing important information about our service, invitations to events, and newsletters with stories and updates on our service. You will always be given the option to unsubscribe from these emails when you receive them, and you may do so at any time.

5. How we use information provided by volunteers

5.1. We use the personal information provided to us for the following purposes:

- (a) to contact volunteers about cake requests that have been received from referrers (via WhatsApp and a private Facebook Group)
- (b) to provide volunteers with specific information relating to the cakes they sign up to bake
- (c) to forward on any thank you cards received from referrers for cakes baked

6. Disclosing your information

6.1. When you request a cake from us, we share some personal information (your name, contact telephone number and / or email address, child's name and age, delivery date, address and contact name / telephoned number if different to you) with the baker who signs up to make your cake.

6.2. This information is transferred to the baker via WhatsApp, which has end-to-end encryption, meaning only the admin issuing the details and the baker receiving them can see them. You can find [WhatsApp's security details here](#).

6.3. This information is also stored in an Apple iCloud calendar, which is built with industry-standard security technologies. You can find [Apple's iCloud security details here](#).

6.4. Only the baker making your cake and the three admin volunteers (Laura Cain, Helen Young, Simon Cain) can see the full details of your order.

6.5. Volunteers' personal information isn't disclosed to anyone and can only be accessed by the three admin volunteers (Laura Cain, Helen Young, Simon Cain).

7. Storing, protecting and deleting your information

7.1. Any information that you complete via our cake request form or volunteer sign up form is encrypted and stored via Google Forms and Google Documents in the Cloud. You can find [Google's Cloud security information here](#).

7.2. Outline details are also stored in an Apple iCloud calendar, as outlined in point 6.3.

7.3. This information is password protected and only accessible by the three admin volunteers (Laura Cain, Helen Young, Simon Cain).

7.4. When individuals sign up as a volunteer, they agree to adhere to the Free Cakes for Kids Swindon Data Protection Policy, which includes not sharing any information they receive about a cake and deleting any such information they are provided with once the cake has been delivered.

7.5. Specific cake request details (referrer name, contact telephone number and / or email address, child's name and age, delivery date, address and contact name / telephoned number) are kept centrally for three calendar months after the cake has been delivered. This is to ensure we have full details of the cake in case of any queries after delivery.

After this time, specific details will be deleted from Google Forms, Google Documents and the Apple iCloud calendar, and only a high-level record of each cake request will be kept.

This record is:

- (a) the referring organisation
- (b) the referrer's name
- (c) the delivery date
- (d) the name of the volunteer who made the cake
- (e) the child's first name

This is to enable us to keep track of how many cakes have been made for different organisations and by which volunteers, and to make them identifiable in case of any queries where multiple orders were made for the same delivery date.

7.6. Volunteer information is kept as long as volunteers are active. Once they decide to no longer be a volunteer, the records of their personal details are deleted.

8. Your rights

8.1 You have the right to access information we hold on you. You can do this by emailing freecakesforkidsswindon@gmail.com If any of your details are incorrect, let us know and we'll amend them right away.

9. Updates

9.1. We keep this Privacy Notice under review. Any updates we may make to it will be amended in this document and, where appropriate, notified to you by e-mail. Please check periodically for any changes to this Privacy Notice.

10. Contact

10.1. If you have any comments or queries concerning our website, this Privacy Notice or Free Cakes for Kids Swindon's services, please email us at freecakesforkidsswindon@gmail.com.