Privacy Policy



Gecko Community

Empower, Inspire, Educate

In line with the General Data Protection Regulations (GDPR) this policy:

- sets out the rights you have regarding your data, such as how to amend it
- details the ways in which we collect, store, share and use personal data and why
- sets out the lawful grounds we rely on to process your data
- describes how long we retain information
- clarifies that we may collect sensitive personal information, if we have a valid reason to do so and permitted under GDPR

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1. Our promise to keep your information safe

At Gecko Community, we are committed to protecting your privacy. We promise to respect any personal information you share with us (or that we receive from other organisations) at all times, and we promise to keep it safe.

2. How we process your data

This policy sets out how we process your data. It also explains your rights and options around how we use your personal information.

We collect information about you:

…when you give it to us directly. This might be when you:

- make a donation
- interact with us online
- register with us
- communicate with us
- take part in an event
- apply to work or volunteer for us
- give us personal information in any other way, for example if you are a parent or guardian of a young person receiving support from Gecko Community.

...when others give it to us. If you are a parent or guardian of a young person receiving support from Gecko Community, we may be given personal information about them from previous schools, mental health teams or other professionals related to their care.

…when it's available publicly. Some information about you may be in the public domain, using public registers such as Companies House, the electoral roll and press reports. For example:

- whether you have charitable interests
- to establish possible common connections between Gecko Community's network and yours.
- Depending on your privacy settings for professional services such as LinkedIn.

…when you visit this website. When you visit this website, we automatically collect the following personal information:

technical information, including:

- the internet protocol (IP) address used to connect your computer to the internet ● your browser type and version
- your time zone setting
- browser plug-in types and versions
- your operating systems and platforms

- information about your visit to our website, including:
- the uniform resource locator (URL) clickstream to, through and from this site

3. What is personal information?

If we receive it, we collect, store and use the following kinds of personal information:

- Your name and contact details, including postal address, telephone number, email address
- Financial information, such as bank details or credit/debit card details, where you provide them to make a payment. We don't store credit or debit card details, but we're required to store bank details in some circumstances, including when they're used for direct debit payments.

If your young person is receiving support from Gecko Community please see our separate policy which outlines what information we may hold.

4. How do we use your personal information?

We use your personal information to:

- provide you with information you've asked us for
- provide further information about our work, services, activities or products ● allow you to purchase our service
- further our charitable aims, including for fundraising activities
- research the impact and effectiveness of our work and services
- register, administer and personalise online accounts
- register and administer your participation in events you've registered for ● administer and keep our website safe and secure and for internal operations, including troubleshooting, data – analysis, testing, research, statistical and survey purposes
- report on the results and impact of our work, services and events
- analyse and improve our work, services, activities, products or information (including our website) or for our internal records
- to process your application for a job or volunteer role with us
- training and/or quality control
- audit and/or administer our accounts
- satisfy legal obligations which are binding on us, for example arising from contracts entered into between you and us or in relation to regulatory, government and/or law enforcement bodies with whom we may work
- prevent fraud, misuse of services or money laundering and to perform due diligence in respect of larger donations
- reduce credit risk
- communicate with you in any other way
- for the establishment, defence and/or enforcement of legal claims

5. If you/your young person is a student with Gecko Community This statement should be read in conjunction with our Data Protection policy.

6. How creating a record for you, helps us to be more relevant

We may use your personal information to create a record of your interests and preferences. This means we can make our contact with you more relevant, timely and appropriate.

It also helps us understand the background of our supporters to help us make sure that what we're asking is appropriate.

7. How long do we keep your personal information?

Please see our data retention policy for details of how long we will keep your information. But we will remove it at any time if:

- your personal information is no longer required for the purpose you shared it with us ● we're no longer lawfully entitled to process it
- you ask us to remove it

If your young person is with us at Gecko Community, then please see the accompanying data protection statement.

8. What happens if you ask for your data to be removed? If you ask to receive no further contact from us, we will remove your data.

9. Our lawful ground for processing your information

GDPR requires us to rely on one or more lawful grounds to process your personal information. These are the grounds we think are relevant.

- Where you've given your consent for us to use your personal information in a certain way.
- For example, we may ask for your explicit consent to share sensitive personal information with us.
- Where necessary so that we can comply with a legal obligation (for example, where we need to share your personal information with regulatory bodies which govern our work and services).
- Where necessary for the performance of a contract which we have with you or to take steps before entering a contract (for example, if you work for/volunteer with us).
- Where it is in your/someone else's vital interests (for example, in case of medical emergency suffered by a young person we work with).

10. What do we mean by 'legitimate interests'?

GDPR allows us to collect and process your personal information if it is reasonably necessary to achieve ours or others' legitimate interests, as long as that processing is fair, balanced and does not unduly impact your rights.

Gecko Community's legitimate interests
In broad terms, our "legitimate interests" means running Gecko Community as a Community Interest Company, in pursuit of our aims and ideals. For example, by taking applications for staff and volunteers.

Your legitimate interests

“Legitimate interests” can also include your interests, such as when you have requested information or services from us, and those of the young people with us.

How do we balance these interests?

When we legitimately process your personal information in this way, we consider and balance any potential impact on you (both positive and negative), and your rights under GDPR regulations.

We won’t use your personal information for activities where our interests are overridden by the impact on you. For example, where use would be excessively intrusive (unless, for instance, we are otherwise required or permitted by law).

11. Processing sensitive personal data

GDPR prohibits the processing of sensitive personal data (special category data) unless additional conditions are met.

We think the following condition is relevant, in each case in accordance with the relevant safeguards:

- where the processing is necessary for the provision of education and care

12. Will we share your personal information?

We never share, sell or rent your information to third parties for marketing purposes.

However, in general, we may disclose your personal information to selected third parties in order to achieve the other purposes set out in this policy.

These may include (among others):

- healthcare professionals or education establishments involved in providing the care of your young person
- analytics and search engine providers
- other beneficiaries, executors and legal advisers, when administering a legacy.

In particular, we reserve the right to disclose your personal information to third parties:

- if substantially all of our assets are acquired by a third party, personal information held by us may be one of the transferred assets
- if we are under any legal or regulatory duty to do so; and/or
- to protect the rights, property or safety of Gecko Community, its personnel, students, visitors or others.

13. Security, storage and access to your personal information We promise to keep your personal information safe and secure. We have appropriate and proportionate security policies and organisational and technical measures in place to help us do this.

Only appropriately trained staff and volunteers can access your information. It is stored on secure servers with features to prevent unauthorised access.

In general, the personal information that we collect from you will be stored at a destination within the UK or European Economic Area ("EEA"). However, we use agencies and suppliers to process personal information on our behalf. Your personal information may therefore be transferred or stored outside, and/or otherwise processed by contractors operating outside the UK or EEA who work for us or for one of our suppliers.

Please note that some countries outside of the EEA have a lower standard of protection for personal information, including lower security requirements and fewer rights for individuals.

Where your personal information is transferred, stored and/or otherwise processed outside the EEA, we will take all reasonable steps necessary to make sure the recipient implements appropriate safeguards (such as by entering into standard contractual clauses) designed to protect your personal information and to ensure that your personal information is treated securely and in accordance with this Policy.

Unfortunately, no transmission of your personal information over the internet can be guaranteed to be 100% secure.

14. Your rights

These are your rights in relation to how we process your personal information: Right to be informed

You have the right to be told how your personal information will be used. This policy and other policies and statements used on this website and in our communications provide you with a clear and transparent description of how your personal information may be used.

Right of access

You can write to us to ask for confirmation of what information we hold on you and to request a copy of that information. Provided we are satisfied that you are entitled to see the information requested and we've successfully confirmed your identity, we'll give you your personal information (subject to any exceptions that apply).

Right of erasure

You have the right to ask us to delete your personal information, and we'll do this when you ask us to. In some cases, we may check to see if you're happy for us to make it anonymous first, rather than delete it completely.

Right of rectification

If you believe our records of your personal information are inaccurate, you have the right to ask us to update those records. You can also ask us to check the personal information that we hold about you if you are unsure whether it is up to date.

Right to restrict processing
You have the right to ask us to restrict the processing of your personal information if there is disagreement about its accuracy or legitimate usage.

Right to object

You have the right to object to processing where we are:

- processing your personal information on the grounds of legitimate interest
- using your personal information for direct marketing or
- using your personal information for statistical purposes.

Where we rely on your consent to use your personal information, you have the right to withdraw that consent at any time.

How to exercise your rights

To exercise any of these rights, please send a description of the personal information in question using the contact details below. We reserve the right to ask for:

- personal identification
- further information.

If you have any concerns about our marketing or fundraising, please see our guidelines on 'how to raise your concerns'.

15. Changes to this notice

We may update this policy from time to time so please check back periodically. We will notify you of significant changes by placing a notice on our website. This policy was last updated in July 2021.

16. Links and third parties

We link our website directly to other sites. This policy does not cover external websites and we are not responsible for the privacy practices or content of those sites. We encourage you to read the privacy policies of any external websites you visit via links on our website.

17. How to contact us

Please let us know if you have any questions or concerns about this policy or about the way in which your personal information is being processed by contacting us at the following channels:

By email: admin@geckocommunity.org.uk

Policy prepared by Emily Hartley-Heaven: July 2021

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