The Multibank

The Multibank privacy notice

The Multibank is committed to protecting the privacy and security of your personal data. We take the use of your personal data seriously and handle all information in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and relevant charity sector best practice.

For data protection purposes The Multibank is the data controller of your personal information.

This privacy notice explains how we collect, use and protect your personal data when you engage with us, whether through our services, website, volunteering, donations or otherwise.

Personal information can be anything which identifies and relates to a living person. This includes information that, when linked to other information, allows a person to be uniquely identified. By way of example, this could be your name and contact details.

What information we collect, use, and why

We may collect the following categories of personal information about you:

- Names and contact details
- Date of birth
- Job title, employer, and any directorships or trustee positions
- Information necessary to process job or volunteer applications (eg education, career history, references, unspent convictions)
- Financial and donation information (eg bank and card details, Gift Aid status)
- Accident records and health information where required for health and safety or for making reasonable adjustments
- Details of your support, volunteering or engagement with The Multibank and our services
- Photographs, videos or case studies used with your consent for promotional or reporting purposes
- Demographic and publicly available data
- Special category data: this is data that is considered sensitive and consists of information relating to race or ethnic origin, religious or philosophical beliefs, trade union membership, physical or mental health, and criminal convictions and offences. We only collect this type of information if there is a clear reason to do so eg asking for health information to enable us to make reasonable adjustments for a volunteer or member of staff.

You may provide your data directly when you register as a volunteer, apply for a job, make a donation, sign up for a newsletter or other updates, take part in campaigns or attend events, respond to a survey, give feedback or make a complaint, enter into a contract or agreement or memorandum of understanding with us or supply us with images, testimonials or case studies.

We may also receive personal data from third parties such as fundraising or donation platforms, our network of regional partners and delivery organisations, service providers, the press, social media, search engines, publicly available sources such as corporate websites, social media platforms or Companies House, service providers, funders and partner charities.

The Multibank

We use your data to:

- Provide and manage our services
- Recruit staff and volunteers
- Manage relationships
- Fundraise and process donations including Gift Aid claims and reporting to funders/donors
- Communicate with you (only where you've consented or we rely on legitimate interests)
- Undertake market or impact research to improve our services and understand supporter engagement
- Profile supporter data – to identify potential major donors or funders
- Track e mail effectiveness
- Record and respond to feedback or complaints
- Comply with legal obligations
- Organise events and campaigns
- Ensure the health and safety of our staff
- Improve our website and digital channels

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. You can find out more about lawful bases on the ICO's website.

The Multibank will only use your data when we have a lawful basis under data protection law. These lawful bases are:

- Consent – when you have agreed to specific uses (eg to receive a newsletter or use of your image)
- Contract – when it is necessary to process your data to perform a contract (eg to fulfil our obligations under an employment or volunteer agreement)
- It's required by law (eg tax or health and safety reporting) or is necessary to perform statutory functions
- Legitimate interest, (provided your interests and fundamental rights don't override such legitimate interest), where processing is necessary to enable us to carry out our charitable functions. This includes managing relationships, promoting our aims and fundraising.

When we rely on legitimate interest, we balance our interests with your rights and expectations, consistent with ICO guidance.

Sharing your data

We may share your data with:

- Third party suppliers who support our operations (eg payment processors, IT providers)
- Our regional charity partners, third party delivery partners or associated charities who use this shared data, for example, to organise and deliver their services
- Funders and partner charities in joint campaigns (only with your consent for uses where your image or name is used)

- Law enforcement agencies, HMRC or regulators when required by law
- Analytics and contracted agencies (subject to your cookie choices)
- Event organisers and contracted agencies when participation requires sharing necessary information
- Data processors acting on our behalf under strict contractual controls, in order to provide our services.

All of our third part service providers and other entities are required to take appropriate security measures to protect your personal information in the same way we are.

Data retention

We retain personal data for as long as the law specifies or for as long as it is necessary for the purposes it was collected, in line with our data retention schedule. For details of our retention periods for different aspects of your personal information please contact us.

Data security

We have put in place appropriate security measures to safeguard your personal information from accidental loss or alteration, inappropriate access, misuse or theft. However, no method of transmission over the Internet is completely secure and any transmission of data is at your own risk.

We limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know.

Your data protection rights

Under UK data protection law you have the right:

- To be informed about how your data is used
- To access a copy of your personal data
- To correct inaccurate data
- To require data to be erased, your right 'to be forgotten', where applicable
- To restrict processing – if you contest accuracy or processing grounds
- To object to processing based on legitimate interest or for direct marketing
- To data portability, ie to receive your data in a structured, machine-readable format
- To not be subject to decisions made solely by automated means

We may ask you to verify your identity before acting on any request and will respond within one month.

Where the legal reason for processing your personal information is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of our processing prior to the withdrawing of you consent.

To exercise those rights contact: info@themultibank.co.uk

How to complain: If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: info@themultibank.co.uk

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: https://www.ico.org.uk/make-a-complaint

Updates to this policy

We review and update all our policies periodically to reflect changes in our activities, best practice and the law. Updates will be posted on our website with a revised effective date.