



Sway Welfare Aid Group

Registered Charity No. 261220

Privacy Notice

This privacy notice explains how SWAG processes personal information provided to it by clients, volunteers, donors and others, and outlines these people's rights under the General Data Protection Regulation. To make this notice easier to read, the words 'you' and 'your' refer to people who have provided personal information to SWAG and the word 'we' refers to SWAG.

1. What is your personal information?

Personal information means any information that can identify you.

2. What is 'processing' of personal information?

Personal information is processed when it is dealt with in any way, for example collected, recorded, stored, used, disclosed or deleted, whether electronically or manually.

3. Why is this privacy notice necessary?

The General Data Protection Regulation requires SWAG, as an organisation that processes personal information, to provide you with certain information.

4. Why do we process personal information?

We process personal information provided by you mainly so that we can contact you. If you are a client or prospective client of SWAG, we will also process your personal information so that we can assess whether we can assist you and, if so, so that we can make payments to you or on your behalf or assist you in other ways which we have agreed with you.

5. On what legal basis do we process personal information?

We process your personal information only if you have agreed that we may do so. You are not required by law or contract to provide us with your personal information, but we may not be able to assist you or to help you to volunteer if you do not provide us with certain personal information.

6. Sharing your personal information

There may be instances where we share your personal information with another party. We will do this only after we have explained our reasons and obtained your agreement.

7. How long do we keep your personal information?

We will keep your personal information for as long as you are one of our clients or volunteers or in accordance with legal or accounting requirements or accounting best practice if longer.

8. Your rights and your personal information

If we hold personal information about you, you have the right:

- to request a copy;
- to ask us to correct or delete it;
- to withdraw your consent to the processing at any time;
- to ask us to restrict processing if you believe the information to be inaccurate or the processing unlawful;
- to lodge a complaint with the Information Commissioner's Office (ICO).

9. Contact details

To exercise your rights listed above, or to get in touch with us with any queries or complaints, please contact us on 01590 681500, selecting Option 2.

You may also contact the ICO on 0303 123 1113.

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