

Data Controller: (“the Company”): Double Impact Services

Data Protection Officer: Graham Miller grahammiller@doubleimpact.org.uk

Double Impact’s commitment to your privacy

Double Impact is committed to safeguarding the privacy of our website visitors; this statement sets out how we will treat your personal information.

If you have any questions or queries about this Privacy Statement, please contact us using the details given in the section “Who to contact”. We will endeavour to respond to you as quickly as possible.

Your acceptance of this policy, and our right to change it

By using Double Impact’s websites, social media pages, or providing your information you consent to our collection and use of the information you provide in the way(s) set out in this policy. If you do not agree to this policy, please do not use our sites, social media pages or services.

We may make changes to this policy from time to time. If we do so, we will post the changes on this page and they will apply from the time we post them. This policy was last changed on February 2024.

What is personal data?

Personal data is information that can be used to help identify an individual, such as name, address, phone number or email address.

The policy in brief

It’s important that you read the full policy to understand what information we hold, how we may use it, and what your rights are – but if you don’t have time to read it all now, here’s a quick summary:

- We collect information that is either personal data (as outlined above) or non-personal data (such as IP addresses, pages accessed etc)
- We collect information about the people we assist, supporters, service users, volunteers and employees.
- We collect information to provide services or goods, to provide information, to fundraise for Double Impact’s changing work, for administration, research, profiling, analysis, and for the prevention/detection of crime.

- We only collect the information that we need or that would be useful to us in our quest to provide the best possible service.
- Double Impact will do our very best to keep personal information secure, including SSL technology (secure server software) wherever we collect personal data online.
- We never sell your data and we will never share it with another company or charity for marketing purposes.
- We only share data where we are required by law or with carefully selected partners who do work for us. All our partners are required by their contract to treat your data as carefully as we would, to only use it as instructed, and to allow Us to check that they do this.

What information do we collect and why?

We will only ever collect the information we need – including data that will be useful to help improve Double Impact’s services. We collect two kinds of information:

- non-personal information such as IP addresses (the location of the computer on the internet), pages accessed and files downloaded. This helps us to determine site usage, how many people visit on a regular basis, and how popular our pages are. This information doesn’t tell Double Impact anything about who you are or where you live. It simply allows us to monitor and improve our service.
- personal information such as name, postal address, phone number, email address, date of birth (where appropriate), information about your interests and hobbies etc.

We collect this information in connection with specific activities, such as newsletter requests, registration, product purchases, feedback, donations, etc. The information is either needed to fulfil your request or to enable Double Impact to provide you with a more personalised service. You don’t have to disclose any of this information to browse the sites. However, if you do choose to withhold requested information, Double Impact may not be able to provide you with certain services.

How we collect information about you

Everything we do, we do to ensure that we can help people experiencing a substance misuse problem get both support, respect and opportunities. We want to make sure you receive the communications that are most relevant to you, be it through visiting our website or receiving emails, post or phone calls. We want to make sure you receive the best attention when you support us or make a donation.

We collect information from you in the following ways:

- ***When you interact with us directly:*** This could be if you ask us about our services, register with us, make a donation to us, ask a question about substance misuse, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, visit our website, or get in touch through the post, or in person.

- **When you interact with us through partners:** This could be if you access a service where we work in partnership with other health & social care providers.
- **When you interact with us through third parties:** This could be if you provide a donation through a third party such as JustGiving or one of the other third parties that we work with and provide your consent for your personal information to be shared with us.
- **When you visit our website:** We gather general information which might include which pages you visit most often and which services, events or information is of most interest to you. We may also track which pages you visit when you click on links in emails from us. We also use "cookies" to help our site run effectively. There are more details below – see 'Cookies'.
- We use this information to personalise the way our website is presented when you visit to make improvements and to ensure we provide the best service and experience for you. Wherever possible we use anonymous information which does not identify individual visitors to our website.
- **From other information that is available to the public:** In order to tailor our communications with you to your background and interests we may collect information about you from publicly available sources or service providers (we have provided further details about this below – see 'Profiling: Making our work unique to you').

How do we use your information?

Double Impact will use the Personal Information about you, that we collect via the Double Impact Website, only for the following purposes:

Double Impact will use the information you provide to:

- fulfil your requests – such as donations, participation in campaigns and provision of information
- process sales transactions, donations, or other payments and verify financial transactions
- identify visitors and contributors
- handle orders, deliver products and communicate with you about orders
- record any contact we have with you
- prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical or other functions on our behalf
- to carry out research on the demographics, interests and behaviour of our supporters to help us gain a better understanding of them and to enable Double Impact to improve our service. This research may be carried out internally by Double Impact employees or we may ask another company to do this work for us.

- communicate with our supporters
- if you have agreed to it, provide you with information that we think may be of interest to you.

Using your information for marketing

Double Impact has an 'opt-in only' communication policy. This means that, as of February 2024, Double Impact will only send marketing information to people who have specifically said that they agree to us doing this, and we will only do so in the way(s) they have agreed to. If we contact you by email, every message Double Impact will send will include a link to opt out of receiving future messages if you change your mind.

So, as of May 2018, only those people who have opted in will receive these communications. If you want to receive this information but haven't opted in, you can do so by emailing team@doubleimpact.org.uk call our Fundraising team weekdays between 9am-5pm on 0115 8240366

Correcting your details

If you would like us to correct or update any of the information that we hold about you, please e-mail us at team@doubleimpact.org.uk or call our team weekdays between 9am-5pm on 0115 9824 0366 or write to Double Impact Services, 22-24 Friar Lane. Nottingham NG1 6DQ

Changing your mind

If at any time you decide that you do not wish to be contacted by Double Impact or by other carefully selected third parties for these purposes, you may inform us at please e-mail us at team@doubleimpact.org.uk or call our team weekdays between 9am-5pm on 0115 824 0366 or write to Double Impact Services, 22-24 Friar Lane. Nottingham NG1 6DQ.

Sharing your information

We will only share your information if:

- We are legally required to do so, e.g. by a law enforcement agency legitimately exercising a power or if compelled by an order of the Court
- Double Impact believe it is necessary to protect or defend our rights, property or the personal safety of our people or visitors to our premises or websites
- We are working with carefully-selected partner that are carrying out work on Double Impact's behalf. These partners may include mailing houses, marketing agencies, IT specialists and research firms. The kind of work we may ask them to do sending postal mail, emails and text messages, carrying out research or analysis and processing card payments. Double Impact only choose partners we can trust. We will only pass personal data to them if they have signed a contract that requires them to: *abide by the requirements of the Data Protection Act treat your information as carefully as we would - * only use the information for the purposes it was supplied (and not for their own purposes or the purposes of any other organisation) *allow us to carry out checks to ensure they are doing all these things.

What We don't do with your information

We never sell or share your information to other organisations to use for their own purposes.

Security of your personal data

Double Impact uses a number of mechanisms to protect the security and integrity of your Personal Information. Unfortunately, no data transmission over the Internet can be guaranteed to be completely secure. So while we strive to protect such information, we cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk. Once any Personal Information comes into our possession, we will take reasonable steps and all other precautions required by law to protect that information from misuse and loss and from unauthorised access, modification or disclosure.

Links to other websites

The Double Impact Website may, from time to time, contain links to the websites of other organisations which may be of interest to you. Linked websites are responsible for their own privacy practices and you should check those websites for their respective privacy statements. This Privacy Policy only applies to the Double Impact Website.

Access to information

The Data Protection Act and its successor the General Data Protection Regulation gives you certain rights over your data and how We use it. These include:

- the right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed
- the right to prevent your data being used for direct marketing
- the right to be forgotten
- the right of access to a copy of the information we hold about you (known as a subject access request)

If you wish to exercise any of these rights, please contact us at the address given in the 'Who to Contact' section below, stating your full name and providing us with sufficient information to verify your identity. Please also help us to respond quickly by indicating why you think we hold Personal Information about you and what information you think we may hold.

For more information about your rights under the Data Protection Act go to the website of the Information Commissioner's Office at www.ico.org.uk

If you are unsatisfied with Double Impact's response then you have the right to take the matter further to the independent ombudsman. Please visit <https://ico.org.uk/concerns/>

Social media sites

We operate a number of social media pages (including Facebook, Twitter, YouTube and Instagram). Although this policy covers how Double Impact will use any data collected from those pages it does not cover how the providers of social media websites will use your information. Please ensure you read the privacy policy of the social media website before sharing data and make use of the privacy settings and reporting mechanisms to control how your data is used.

Children's data

We will not initiate contact with a child without first obtaining the permission of their parent or guardian. Some of the events Double Impact's run may include children and to deliver these services safely it is necessary for us to collect data and store it on our database. Before we collect data from anyone under 18 we will always ask them to:

- obtain the permission of a parent or guardian before registering with Us, and
- let an adult know before they use our sites to obtain information about fundraising, campaigning or supporting our work.

It is Double Impact's policy not to request donations from children under 18.

Who to contact

If you have any questions about the privacy statement or our treatment of your personal data please write to us by email to at team@doubleimpact.org.uk or call our team weekdays between 9am-5pm on 0115 824 0366 or write to Double Impact Services, 22-24 Friar Lane, Nottingham NG1 6DQ.