



Privacy Policy

Graceway (“us”, “we”) respects the privacy of every person who visits or subscribes to our websites and online publications (“you”) and we are committed to ensuring a safe online-experience. This privacy statement outlines the personal data we may collect about you and how we may process it, as well as how our service providers might do the same. This privacy statement also tells you about your rights to control this data.

Responsibility for your data

Under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, organisations are required to have a legal basis for processing personal data.

The legal bases we use for processing data are:

- Legitimate interests for the purposes of fulfilling our activities and the provision of our services.
- Contractual basis for the purposes of fulfilling our obligations to grant funders.
- Consent when people opt into our mailing lists.

We will only send you further information about our services, if you have actively consented to us doing so (e.g. you have opted to join a mailing list). Individuals signed up to receiving these, can withdraw their consent at any point by contacting Graceway.

Why we collect data:

We collect, store and process personal data for the following purposes:

1. Enquiries to Graceway.
2. Services we provide to our customers.
3. Staff and external liaison related information.
4. Delivering and maintaining any training and skills development services.
5. Potential participants at our training events as well as those who have attended.
6. Processing the personal data associated with enquiries about our programme of activities.

We will only collect data we need to give you a better experience; to improve and deliver our services to you; and to meet our responsibilities to you.

How we use personal data:

Please note that Graceway.org.uk (“this site”) might contain links to external sites as well as advertisements for purchasable products or services from third parties. This privacy statement does not cover the activities of such third parties. You should consult those third party sites’ privacy policies for information on how your data is used by them. Graceway does not sell or pass on personal contact details to any organisation and will not do so in future without asking you for a specific opt-in to that scheme.

What personal data do we collect?

- We only collect personal data such as name, preferred contact details, job title, organisation for the purposes of replying to an enquiry or in fulfilling our services.
- This information is used to administer and deliver to you the support you have requested, to improve our service to you, and to retain records of our business transactions and communications.

How long do we keep data?

- Personal data submitted as part of an enquiry is archived or deleted after one calendar year, except where data has to be retained longer as part of our financial records
- Inactive enquirers or participants are archived after 24 months
- Unless you are an active Graceway service user (as above) or you consent to hearing from the charity about their services, we store and retain your personal data for the duration of any programme and for a further 12 months after the programme has completed.

Collection of personal data

Our primary goal in collecting personal data from you is to give you an enjoyable customised experience whilst allowing us to provide services and features that most likely meet your needs. We only collect personal data from you through data inputted through enquiry forms (if submitted) and newsletter subscriptions (if joined). We do give you the option to access our sites' homepages without subscribing or registering or disclosing your personal data. Please note that we do not intend to collect any personal data from children under thirteen years of age and no child under thirteen should submit any personal data to any of the sites. Should we discover that any such personal data has been delivered to any of the sites, we will remove that information as soon as possible.

Your rights:

Under the GDPR and the Data Protection Act 2018, you have the following rights:

- Right to be informed. This Policy provides you with information in relation to how your data is processed. This ensures that we are transparent about what we will do with the information you supply to us.
- Right to object to the processing that is likely to cause you damage or distress. Where you challenge the accuracy or lawful processing of your information, we will consider this.
- Right to receive an electronic copy of any information you have consented to us holding. You can ask us to provide you with the personal data about you we hold, securely and in a machine-readable format, so it can be moved, copied or transferred to be used across different services or for you to give to another organisation. This is called a subject access request and we will need to verify your identity before giving such information.
- Right to object. We will ensure that we have the right consents in place for sending you information. You can unsubscribe from our mailings and remove your details at any time. If you wish to stop receiving communications from us, you will be able to do so by contacting our Data Protection Officer (dpo@charitydigital.org.uk)
- Rights related to automated decision making. If there is additional profiling based on the information we hold, then you can object to us making decisions about you based on such processing.

You can make a request at any point by email to admin@graceway.org.uk. We will endeavour to respond to any request within one month of receipt. However, where a request is received to erase data, we may not be able to delete all data (for example where data is linked to financial transactions that must be kept for a set period of time under financial regulations).

Data storage and transfers

Your personal data is stored on servers in the European Economic Area (EEA). If we share your personal data with any third-party service provider in the course of providing you with our services, those third parties are required to process your data in accordance with contracts which comply with current European data-protection legislation.

Confidentiality and security of your personal data

We are committed to keeping the data you provide us secure and will take reasonable precautions to protect your personal data from loss, misuse or alteration. The transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will ensure all personnel processing your personal data will keep the information confidential and not use it for any other purpose than to carry out the services they are performing for us in line with the standards set out in the GDPR.

Who we share data with:

We will share data with the appropriate authorities (e.g. police, law enforcement agencies and other parties) where we have a legal obligation. For example, for the detection and prevention of fraud, or where data is required in relation to a criminal offence.

Privacy policy updates

This privacy policy is subject to occasional revision and we place any updates on this web page. If we make substantial changes to this privacy policy, we will notify you through the website interface, or, if you have provided your email address, by email. You are responsible at all times for keeping your email address up to date. Any changes to this privacy policy will be effective immediately and your continued use of our websites after such time shall constitute your acceptance of the amended policy.