



Privacy policy

This section explains how Urban Partnership Group (registered charity number 1092258) (UPG), Masbro Centre, 87 Masbro Road, London W14 ORL, collects, uses and shares personal data, and your rights in relation to the personal data we hold. For these purposes UPG is the Controller of your personal data under the General Data Protection Regulation and other UK data protection laws.

UPG may change this Privacy Notice from time to time. This Privacy Notice is effective from May 2018.

How we collect your information

We may collect your personal data in a number of ways, for example:

- From the information that you provide (or is obtained by us) when you complete an enrolment form for one of our many projects
- When you register or enter your details on our website, for example when signing up for a UPG newsletter;
- When you communicate with us by post, telephone, fax, email or other forms of electronic communication;
- When you attend a UPG event or meeting, or otherwise provide your details to a UPG member of staff or trustee;
- When you complete a UPG survey or questionnaire;
- From other organisations seeking to introduce us to you;
- From public domain sources where we identify that you may be interested in us or our work.

The categories of data we collect

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

- Your name and contact information such as address, email address and telephone number (and, on an ongoing basis, any change of address details);
- To a limited extent and only occasionally, medical information such as dietary requirements where we require this information to provide catering services to you at our events;
- Information you provide about yourself when you complete UPG forms, sign up for a UPG newsletter, activity or course
- Technical information collected through the use of cookies about your use of our website including details of your domain name, location and internet protocol (IP) address, operating system, browser version, the content you view, and how long you stayed on a page. For full details, please see our Cookie Policy;
- Information concerning your engagement with UPG, including records of communications between you and us and your attendance at events and meetings organised by UPG;

- Your opinion and feedback in relation to any surveys or questionnaires issued by UPG that you complete, such as feedback on our charitable activities and events; and
- Information about your job, professional memberships and interests collected from public domain sources to help us to understand what aspects of UPG and our work may be of interest to you.

The basis for processing your data, how we use that data and with whom we share it

1. Legitimate interests

We may process your personal data because it is necessary for our or a third party's legitimate interests. This will always be weighed against your rights, interests and expectations. Our legitimate interests include the operation of UPG in accordance with our charitable objects. Examples of where we process personal data in accordance with our legitimate interests include:

- To correspond with you about our charitable activities, including details of events, that you have requested from us;
- To provide funders your data for monitoring requirements;
- to inform you of media opportunities, potentially, and of opportunities to write or feature in UPG newsletter content, and to send you these newsletters and other similar updates from time to time;
- Processing technical information about your use of our website to ensure that content on our website is presented in the most effective manner;
- Processing enquiries, complaints and analysing our charitable activities;
- Marketing our activities, events and resources by post, telephone and electronic mail – except in situations where it is required or appropriate to seek your specific consent.

In this respect, we may also provide your personal data to the following (where this is necessary for our or a third party's legitimate interests):

- Third party service providers who we may engage to assist in delivering our activities to you or the organisation you represent: for example, event organisers, caterers, speakers and instructors;
- Our bank, to whom payment details are provided in order to process a payment made to the organisation you represent;
- Our websites operator, who may store details such as name and email address to enable you to log in to our websites;
- Our professional advisers, where it is necessary for us to obtain their advice or assistance;
- Professionals who assist us in putting together, printing and delivering the UPG newsletter and website content, and our IT support and data storage provider(s); and (occasionally)
- Other organisations whose work may be of interest to you (by introducing you to them).

2. Legal obligations

We may also process your personal data for our compliance with our legal obligations. In this respect, we may use your personal data to comply with subject access requests of others, tax legislation, safeguarding requirements (for example those required by the Charity Commission), for the prevention and detection of crime, and in order to assist the police and other competent authorities with investigations (including criminal investigations). In this respect, we may provide

your personal data to our professional advisers, where this is necessary for us to obtain their advice or assistance.

3. Consent

In some circumstances UPG may seek your specific consent to process your personal data: for example, if we wish to use your name, likeness or an attributed quote in our website or termly newsletter , on our website or in marketing materials; or where we wish to put you in touch with other external agencies .

We will normally seek consent when processing your medical information such as dietary requirements or other information about your health, such as for our records. At times the processing of personal data concerning your health may be necessary to protect your vital interests (such as your immediate safety) and it may not be appropriate to seek your consent in such circumstances.

If you have given your consent and you wish to withdraw it, please contact us using the contact details below. Please note that where our processing of your personal data does not rely on your consent, we may not be able to fulfil your request (please see Your Rights section below).

Retention of your data

We may retain your personal data for as long as is necessary to undertake our charitable activities, and to protect our legal interests (for example where required by relevant authorities, or for a reasonable legal limitation period after we have ceased providing undertaking activities with you represent) or as otherwise stated to you when your data is collected, or for such period as we reasonable consider appropriate in connection with our relationship with you and/or the organisation you represent/ed; or for record-keeping and archival purposes.

Your rights

You also have the following rights:

- To be informed what personal data we hold about you and/or to obtain access to it (i.e. by receiving a copy of it in a permanent form);
- To require us not to send you direct marketing communications;
- To require that we cease processing your personal data if the processing is causing you damage or distress;
- To require us to correct the personal data we hold about you if it is inaccurate;
- To require us (in certain circumstances) to erase your personal data;
- To request that we restrict our data processing activities (and, where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal);
- To receive from us the personal data we hold about you which you have provided to us, in a reasonable format specified by you, including for the purpose of you transmitting that personal data to another data controller; and
- To object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply: for example if we have reason to believe the personal data we hold is

accurate or we can show our processing is necessary for a lawful purpose set out in this Privacy Notice.

You can find out more about your rights under data protection legislation at www.ico.org.uk.

Questions and concerns

If you have any questions or concerns about how we process your personal data, or you wish to exercise any of the rights set out above, you may contact Sanja Jacovic

- By email: sanja@upg.org.uk
- By telephone: 0207 6050800
- By post: Masbro centre, 87 Masbro Road, London W14 0LR

If you are not satisfied with how we are processing your personal data, you can raise a concern with the Information Commissioner (www.ico.org.uk).

Cookies

We use a minimal number of cookies on our site. If you do not know what cookies are, or how to control or delete them, then we recommend you visit <http://www.aboutcookies.org> for detailed guidance.

The list below describes the cookies we use on this site and what we use them for. Currently we operate an 'implied consent' policy which means that we assume you are happy with this usage. If you are not happy, then you should either: not use this site, delete the cookies having visited the site, or you should browse the site using your browser's anonymous usage setting (called "Incognito" in Chrome, "InPrivate" for Internet Explorer, "Private Browsing" in Firefox and Safari etc.)

First Party Cookies

These are cookies that are set by this website directly.

Google Analytics: We use Google Analytics to collect information about visitor behaviour on our website. Google Analytics stores information about what pages you visit, how long you are on the site, how you got here and what you click on. This Analytics data is collected via a JavaScript tag in the pages of our site and is not tied to personally identifiable information. We therefore do not collect or store your personal information (e.g. your name or address) so this information cannot be used to identify who you are. We have turned on Google Analytics Demographics and Interest Reporting to get an idea of our demographics and users' interests. Please see above for how we use this data.