

Data Privacy Notice for the website

Last Updated: 08/11/2023

Introduction

This data privacy notice is designed to provide clarity and transparency regarding how Outline in Catalyst handles your personal information. This policy applies to our service users, supporters, customers, volunteers, the general public, visitors to our premises, contractors, third parties, and partners.

Summary of Key Processing

We process your data based on the lawful bases of Consent, Vital Interests, and Legitimate Interests. We use your personal information for various purposes, including providing support through phone, email, text, and webchat, as well as for volunteer-related activities.

How We Collect Your Information

We collect data when you contact our service, and in some cases, share data with third parties for data processing, ensuring your data's security and confidentiality.

Donations

When you make contributions through the banking system, we use this data to collect agreed donations and comply with legal obligations.

Privacy Information for Service Users and Volunteers

Our service is available through telephone, email, text, and webchat. We employ advanced security measures from Microsoft 365, TextMagic, and Microsoft ClarifyGo to ensure data protection.

Information We May Collect

We may record information like phone numbers, email addresses, postcodes, IP addresses, caller IDs, and more for statistical and service improvement purposes. We strictly manage and protect each piece of data as an individual entity.

Consent for Data Collection

To use our service, you are required to provide explicit consent for data collection. For phone calls, you will listen to an automated message, and for electronic contact, you will agree to our terms before initiating communication.

Data Minimization and Retention

We minimize data collection and implement the following retention practices: volunteer notes are retained for a shift, phone call recordings for 7 weeks, electronic contact for 7 weeks, and text messages for 6 months. This policy complies with relevant data protection regulations.

Sharing Data

We do not sell your data, but we may share it with relevant parties for legal compliance, safeguarding, donations, and to third-party service providers like Microsoft Teams, Microsoft Outlook, TextMagic, and ClarifyGo for essential services.

Your Rights Under the Data Protection Act 2018

You have the following rights concerning your data: Access, Correction, Deletion, and Opt-Out. Additionally, you can request that we refrain from using your data for specific purposes like profiling.

To exercise your rights, please contact our Data Protection Team via written request or email at dataprotection@catalystsupport.org.uk. We are committed to upholding your rights and respecting your privacy.

Full Data Protection Policy

Please click here for a full copy of our data protection policy.

Changes to this Privacy Statement

As a service, we may update this privacy statement. Please check periodically for any updates or changes.

If you have questions or concerns, please contact our Data Protection Team at the provided address or via email at dataprotection@catalystsupport.org.uk.