



PRIVACY NOTICE FOR CUSTOMERS

This is the privacy notice for BEAT – Belonging, Empowering & Thriving. It explains the types of personal data we may collect about you when you interact with us. It also explains what we do with this information. Please read it carefully. We hope it will answer any questions you may have, but if not please do get in touch with us.

Who we are

BEAT is a charitable organisation (registration 1207357) which has developed out of the HAVA (Hawksworth, Abbeydales and Vesper Area) Big Local project, as its legacy.

BEAT's vision and purpose is to build on the work initiated by HAVA in Hawksworth Wood to create and embed a thriving, engaged and hopeful community, with equity, sustainability, cohesion, and empowerment at its core.

Our four strategic aims are:

- Facilitate services and activities for community benefit;
- Support ambitions for our community with learning, training, employment and the arts;
- Bring together different facets of the community; and,
- infrastructure in our community.

BEAT will deliver its four strategic aims using the same key focus areas as HAVA:

- Health and Wellbeing
- Education and Employment
- Community Infrastructure.

Our address is: BEAT Lea Farm Mount, Hawksworth, Leeds LS5 3PX

Email : hi@beatls5.co.uk

or email: via our website

Web address: <https://www.beatls5.co.uk>

Data Controller

For the purposes of data protection, the data controller is BEAT. This means that we decide the purposes for which and the way in which any personal data are processed.

Why we collect information about you

If anyone can be identified by any information that we collect, this information is called 'personal data'. Data protection law says that BEAT must have a reason or 'purpose' for collecting and using personal data.

Our purposes are to:

- Provide our services
- Manage our relationship with you
- Keep internal records
- Keep you informed of relevant activities and information

Personal data we may collect about you:

- Your name and contact details
- Sensitive personal information (known as 'special category') including health details, ethnicity and religion
- Payment details

How we ensure that the processing we do is lawful

BEAT cannot use your personal data for any reason unless we have a legal basis to do so. Those that we use are:

Provide our services

- The data subject has given his or her explicit consent to the processing of the personal data for one or more specified purposes.
- The processing is necessary- for the performance of a contract to which the data subject is a party, or for the taking of steps at the request of the data subject with a view to entering into a contract

Manage our relationship with you

- We have a legitimate interest in using your information. This information allows us to effectively process queries and improve delivery our services to you. We may use feedback given to us.

Keep internal records

- The processing is necessary for compliance with any legal obligations to which the data controller is subject, other than an obligation imposed by contract.
- We have a legitimate interest in using your information. We keep an archive of our activities.

Keep you informed by of relevant activities and information

- We have a legitimate interest in using your information to do this.

Where we process special category personal data we use the following lawful bases to legitimise the processing:

- The data subject has given explicit consent to the processing of the personal data for one or more specified purposes.
- The processing is carried out in the course of its legitimate activities by any body or association which – is not established and conducted for profit and exists for philosophical purposes
- Processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1)...

If you give consent you have the right to withdraw this at any time by contacting us in writing using the address or contact details given in this privacy notice.

If you disagree with us using your personal data for one or more of our legitimate interests let us know in writing and we will consider whether to stop using it for that purpose.

How long do we keep your information?

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.

At the end of that retention period, your data will either be deleted completely or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning.

We keep:

- Details of financial transactions and payments for a period of 7 years.
- Contact and other details of customers with whom we have/have had a working relationship and for organisations or individuals who contact us, six years after the last contact.

For more details see our Retention Schedule which is available by request at BEAT, Lea Farm Mount, Leeds LS5 3PX or email hi@beatls5.co.uk

Who Do We Share Your Personal Information With?

We sometimes share your personal data with trusted third parties. These are listed below.

When we share your personal data with these third parties who perform services for us, we require them to take appropriate steps to protect your personal information, and only to use the personal information for the purpose of performing those specific services.

Company	Service provided
	IT support and maintenance
	Website and CRM support
	Webserver hosting
	Website software
	Customer Relationship Management (CRM) software
	CRM software
	Banking
	Fundraising platform
	Telecoms and broadband provider
	Telecoms for Energy Team
	Payroll processing software & support
	Finance processing software & support
	Accountancy Support & Auditor
	Payment provider
*	Fundraising platform
*	Social media platforms
	Email and diary hosting, Teams meeting platform, Telecoms provider, Excel and Word
	HR support
	HR platform
	Online meeting and webinar hosting

We will never sell or distribute your personal information to any other third parties or make it public unless we have a legal obligation to do so.

*Please be aware that these are data controllers in their own right, and by using them you are subject to their privacy notices.

Transferring personal data outside the United Kingdom

We transfer your personal data outside the UK when we use some of the companies listed above. We have procedures in place to make sure that these restricted transfers are made lawfully. To do this we use either a standard contractual data protection clause that is approved by the Information Commissioner's Office or rely on an assessment of adequacy where this is appropriate.

What are your rights over your personal data?

You have rights in relation to the personal information we hold about you. These are:

- The right to be informed about the collection and use of your personal data. We do this by providing you with this privacy notice.
- The right of access. This is commonly referred to as 'subject access'. You have the right to make a request to see all the personal data

that BEAT holds about you. You can make this request verbally or in writing and we must respond within one calendar month.

- The right to rectification. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address and we will promptly record your request and amend our records if required.
- The right to erasure. This is also known as ‘the right to be forgotten’. You can make this request verbally or in writing. This right only applies in certain circumstances.
- The right to restrict processing. This right only applies in certain circumstances. If we agree to restrict your personal data for one or more purposes we will store it but not use it.
- The right to data portability. This allows you to obtain and re-use your personal data for your own purposes across different services. If you would like us to transfer your personal data electronically, we will do this. It only applies to information you have given us, which we hold electronically and where BREATH is the data controller.
- The right to object. You have the right to object to the processing of your personal data in certain circumstances. You can make an objection verbally or in writing. You have the absolute right to stop your personal data being used for direct marketing.
- Rights in relation to automated decision making and profiling. BREATH doesn’t use your personal data to make automated decisions, however we do create profiles of our clients/customers. You have the right to stop us doing this and can do so by contacting us in writing at the address given.

If we are unable to act upon your request we will explain to you the reasons for this.

How to complain

If you are unhappy about the way we handle your personal data please let us know verbally or in writing by contacting us at the address given.

We will explain how we have processed your personal information and if we have made a mistake will tell you how we will put this right.

If you are still dissatisfied, you may report your concern to the Information Commissioner’s Office (ICO) by contacting:

Wycliffe House, Water Lane, Wilmslow SK9 5AF

Tel. 0303 123 1113

or go online to www.ico.org.uk/concerns