Guideposts Trust
Privacy Notice

Guideposts is committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, store and share personal information and outlines your rights in relation to that information.

Who We Are

Guideposts is committed to protecting and respecting your privacy.
This Privacy Notice explains how we collect, use, store and share personal information when you use our services, contact us, support our work or interact with us through our website, events or fundraising activities.
Guideposts is the Data Controller for the personal information we process.

What Information We Collect

The information we collect will depend on your relationship with Guideposts and may include:

- name;
- address;
- email address;
- telephone number;
- date of birth where relevant;
- information relating to services we provide;
- information you provide through forms, enquiries or referrals;
- donation and fundraising information;
- communication preferences;
- website and online enquiry information.

Where required to deliver services safely and appropriately, we may also process information that is considered sensitive or special category information.

Why we collect your Information

We collect and use information to:

- provide services and support;
- communicate with you;

- respond to enquiries;
- manage referrals and assessments;
- safeguard children, young people and adults at risk;
- manage donations and fundraising activities;
- improve our services;
- meet our legal and regulatory obligations.

How We Use Your Information

Guideposts will only use personal information where there is a lawful basis to do so. This may include:

- where you have given consent;
- where processing is necessary to deliver services or support;
- where we have a legal obligation;
- where it is necessary to protect someone from harm;
- where we have a legitimate interest in carrying out our charitable activities.

Who we may share Information with

Where appropriate and lawful, information may be shared with:

- local authorities;
- health and social care professionals;
- safeguarding agencies;
- commissioners and funders;
- regulatory bodies;
- professional advisers;
- partner organisations involved in supporting you.

Information is only shared where there is a legitimate reason to do so and where appropriate safeguards are in place.

Safeguarding and Information Sharing

takes safeguarding responsibilities seriously.
Where necessary to protect a child, young person or adult at risk from harm, information may be shared without consent in accordance with relevant safeguarding legislation and guidance.

How long we keep information

retains information only for as long as necessary to:

- provide services;
- meet legal and regulatory obligations;
- manage our organisational records.

Retention periods vary depending on the type of information involved.

Your Rights

You have the right to:

- request access to personal information held about you;
- request correction of inaccurate information;
- request deletion of information in certain circumstances;
- request restriction of processing;
- object to processing where applicable;
- withdraw consent where consent is the lawful basis for processing;
- make a complaint about how your information is used.

Cookies and Website Information

When you visit our website, limited information may be collected automatically through cookies and website analytics tools to help us understand how our website is used and how it can be improved.

Further information can be found in our Cookie Notice.

Fundraising Communications

If you support our fundraising activities, we will respect your communication preferences. You can change your preferences or opt out of fundraising communications at any time by contacting us.
We do not sell personal information to third parties.

Contact Us

If you have questions about this Privacy Notice or how Guideposts uses your information, please contact:

Guideposts
Email: info@guidpeosts.org.uk
Telephone: **01993893560**
Address: **Unit E, Station Lane, Witney, Oxfordshire, OX28 4BH**

Information Commissioner's Office (ICO)

If you are unhappy with how your information has been handled, you have the right to contact the Information Commissioner's Office (ICO).

Website: https://ico.org.uk