

SUPPORTERS PRIVACY NOTICE

Contents

1. Aim of Privacy Notice	1
2. Oak Hill College responsibilities & legal basis for processing your data	1
3. Where does Oak Hill collect the data from?	1
4. What information do we collect about you?	2
5. How we use your personal information	2
6. Protecting your data & sharing data with third parties	3
7. How long we keep your information	3
8. Your rights & how to contact us	4
9. Document Control	4

1. Aim of Privacy Notice

As our supporters you are extremely important to us, and this Privacy Notice explains how Oak Hill College collects, stores, manages and protects your data. It outlines the types of data that we hold and how we use it to provide services to you. It also outlines what steps you can take if you would like us to change how we use your data or if you would like us to stop using it altogether.

2. Oak Hill College responsibilities & legal basis for processing your data

Oak Hill College is committed to protecting your personal data. We aim to be clear how we use your personal information, and to not do anything with it you would not reasonably expect. We are the data controller for all the personal data we hold and process.

Your personal data is held securely within the College's IT network and in accordance with the Data Protection Act 2018. We have appropriate and proportionate security processes and organisational and technical measures in place to help protect your personal information.

Oak Hill College processes the information outlined in this privacy notice in pursuit of our legitimate interests in:

- Communicating with students, staff, alumni, and current and potential supporters
- Providing benefits and services to students, staff, alumni and supporters
- Furthering the College's educational charitable mission
- Enabling the College to achieve its strategic and operational goals.

We may pursue these legitimate interests by contacting you by telephone, email, post or social media. Information about how you can manage the ways that we contact you, including how to opt out from some or all contact from us, is outlined in 'Your rights' in section 8 below.

Whilst the College relies on legitimate interest as the legal basis for processing, where this is not overridden by the interests and rights or freedoms of the data subjects concerned, it recognises that it is not the only lawful ground for processing data. As such, where appropriate the College will sometimes process your data on an alternative legal basis (for example, because you may have given us consent to do so, or to fulfil contractual obligations we may have).

3. Where does Oak Hill collect the data from?

We hold records on supporters, both Non Alumni and Alumni* of the College (*for more information on our Alumni Privacy Notice, see the separate Notice on the website), including current and potential supporters and current and potential financial donors.

The information we hold is obtained directly from you or from the public domain. For example, we obtain personal information from you when you enquire about our activities, register for an event, make a donation to the College or otherwise provide us with personal information. We may also obtain

information regarding you from the public domain (for example, your contact details on your church website).

4. What information do we collect about you?

The personal information we will collect and process will include name, contact details including email address and mobile number. If you make a donation to the College, or pledge a donation to the College, we will also record your donation and/or pledge details on your record, including Gift Aid status, where applicable (as required by HMRC).

We will keep a record of contact with you and your attendance at College events or activities. We will also keep a note of any changes you tell us about, including when you change your address, or name. You can keep your personal details up to date by completing a form on the website. However, previous names and addresses will be retained to help us maintain data integrity.

We may also collect information by tracking which pages you visit when you click on links to our website in our emails, and may use this information to personalise the way our websites and emails are presented to you.

5. How we use your personal information

We will only process your data for the specific purposes that we tell you and then only to the extent necessary for that specific purpose.

Your personal information will be used to provide any services you have requested and to keep in touch with you as a supporter. We may communicate with you about the following:

- College updates and news
- Publications
- Invitations to events
- Ways to get involved
- Fundraising
- Services you have requested or that may be of interest
- Administrative purposes

Unless you have requested otherwise, your data is used and processed for the full range of supporter activities and programmes and all relevant communications, fundraising and marketing activity.

Contact details provided directly by you will update any previous details, unless you inform us otherwise.

If you are registered with the Telephone Preference Service (TPS) but provide us with a telephone number we will assume that we have your consent to call you on this number. We will not use any channel of communication which you have not consented to.

Your data will not be disclosed to external organisations other than those acting as agents for the College (for example, printing companies). We always make sure there are appropriate controls in place so that your data will remain secure. We will never sell, trade or give away your data.

We may use third-party partners to support the activities described above. If you interact with the College through a third party (for example, via a Charity Giving organisation) then we may obtain information about you from that third party. The receipt of data in this manner is subject to the third party's own privacy policy. A list of parties with whom we partner in this way is available on request. Data obtained in this way is treated no differently to any other once held by the College, and is bound by the terms of this Privacy Notice as soon as it is received.

Tools may be used to help us improve the effectiveness of the College's communications with you, including tracking whether the emails we send are opened and which links are clicked within a message. We monitor (using cookies) website visits and use tools such as Google Analytics to improve our website and services. Further information on cookies, and how to disable them if desired can be found in our Cookies Policy.

We may analyse the personal information we collect to create a profile of your interests and preferences so that we can contact you in the most appropriate way and with the most relevant information. We may also use your data to help plan our supporter engagement activity and fundraising.

6. Protecting your data & sharing data with third parties

We are committed to holding your data securely and treating them with sensitivity. All data is held securely and in accordance with the Data Protection Act 2018. Your data is held on a database hosted on a secure server within the College's IT network and on our web-based database platforms. Access is restricted to college personnel who need to see the data to carry out their duties at the College. User access rights to the databases are restricted according to individual job roles in order to ensure that users only see information relevant to them. This access is reviewed on a regular basis.

Unless we have a legal obligation to do so, we will not disclose your data to individuals, organisations or other entities outside the College other than those which are acting as agents for the College (for example, if we use a company to print and send out publications and event promotions). All external entities with whom data is being shared and processed must provide sufficient guarantees under data protection legislation. We do not sell to or trade your data with any other organisations.

Although most of the information we store and process stays within the UK, some information may be transferred to countries beyond the UK. This may occur if, for example, one of our trusted partners' servers are located in a country outside the UK. Where these countries do not have similar data protection laws to the UK, we will take steps to make sure they provide an adequate level of protection in accordance with UK data protection law.

We may need to disclose your information to a third party if required by law (for example to government bodies and law enforcement agencies) or if we have your permission to do so.

7. How long we keep your information

Oak Hill College considers its relationship with supporters to be lifelong, and we will hold your details until you tell us you no longer wish to hear from us. Generally, we will process your personal data only as long as is necessary for the purpose(s) for which it was collected (unless otherwise advised). Your data will be kept securely and deleted when no longer required. The College may also decide to archive some data from time to time.

8. Your rights & how to contact us

We will always try to ensure that the data we hold for you is up to date, reasonable and not excessive. You will always have the right to:

- Be informed as to how we use your data (via this Privacy Notice)
- Access or request a copy of the data we hold about you
- Update, amend or rectify the data we hold about you
- Change your communication preferences at any time to restrict how we process your data, or opt out of some or all communication from College
- Ask us to remove your data from our records
- Withdraw consent, where it is used as a legal basis for processing
- Object to or restrict the processing of your information for any of the purposes outlined above.

If you have any questions about this Privacy Notice, your data rights, or would like to receive a copy of the information we hold about you, please contact:

Director of Operations & Finance
Oak Hill College
Chase Side
London, N14 4PS
Tel: 020 8449 0467

If you have a concern about our handling of personal data, then please contact us, via the Director of Operations & Finance at the address above, so that we can discuss this with you and rectify the situation.

You can also make complaints directly to the Information Commissioner's Office (ICO). The ICO is the independent authority upholding information rights for the UK. Their website is ico.org.uk and their telephone helpline number is 0303 123 1113.

From time to time, we may use your information for new purposes not currently described in this privacy notice. If our information practices change at some time in the future, we will always post the policy changes on this page.

9. Document Control

Date last approved	November 2023
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Status	Approved
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Next review	When needed