

# TEMPO TIME CREDITS

## PRIVACY POLICY

**Hi, we'd like to tell you a bit more about our Privacy and Data Policies. This is important, please read through this.**

We're committed to protecting your privacy, and being clear about how we use information we hold. This Policy explains when and why we collect personal information about Time Credits members, and how we use it.

Sometimes, we might need to change this policy so please check this page occasionally to ensure that you're happy with any changes. This Policy was last updated in February 2018..

### **Who are we?**

We're Tempo and we operate Time Credits across the UK. We're registered as an England and Wales Charity with the Charity Number 1135143. Our registered address is Unit 2, 58-62 Cowbridge Road West, Cardiff CF5 5BS.

### **How do we collect information from you?**

To operate our Time Credit Network, we ask you for personal information in a number of ways.

- through our Membership form when you sign up to earn Time Credits
- when you sign up to our newsletters
- when you help us evaluate our Time Credit work.

### **What type of information is collected from you?**

If you want us to send you newsletters and marketing material, we collect your name, address, job title and organisation you work for if relevant, email address, IP address, and information regarding what pages on our website you visit.

If you become a Time Credits member, we will collect your name, address, email address and date of birth. We ask for your consent to also collect information on your health, income and ethnicity to help us learn who is using our services so we can improve them.

### **How is your information used?**

We may use your information to:

- to deliver services as part of your Time Credits membership such as sharing Time Credit earning and spending opportunities, and recording your Time Credit earning opportunities.
- to record your Time Credit balances and transactions in future.
- to provide newsletters and marketing about our services that you have chosen to receive. These may include information about buying Time Credits services, new services we offer or opportunities to earn or spend Time Credits.
- to carry out our obligations arising from any contracts entered into by you and us;
- to help evaluate our services so we can improve them.

- To seek your views or comments on the services we provide.
- To notify you of changes to our services.
- To process a grant or job application.

### **Who has access to your information?**

If you've provided your information to receive newsletters or marketing material, Tempo never shares or sells access to your information to anyone else. Only Tempo will use this information.

If we've collected your personal information to join the Time Credit Network, your information will be shared and accessible to Tempo, the groups or voluntary organisations you earn Time Credits with and our independent evaluation partner. We ask for your permission to share your information with these organisations when you join the Network, and need to do this so we can provide the Time Credits service to you. If you've agreed for us to do so, we may share your information with the funder of your local Time Credit Network, for example, if your local Council is taking over running your Time Credit Network.

Third Party Service Providers working on our behalf also help us deliver the Time Credits Network. When we use third party service providers, we only share the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

There may be times when we are required to share your information by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

### **How long do we keep your information?**

If you're a Time Credits Network member, we'll keep your information for the duration of your membership, and remove your data securely within 18 months of when we're notified you have left the Network. If you've signed up to our newsletters, we'll keep your information until you choose to unsubscribe from the service. Sometimes, we're required to keep your information longer than this to meet UK law.

### **How can you ask us to update the information we hold on you, or ask to be removed from our records?**

You can contact us to change the information we hold on you, how you'd like us to contact you or to have your information safely removed from our records at any time:

**If you do not want to receive newsletters or marketing materials**, you can opt out by:

- clicking the 'unsubscribe' link at the bottom of newsletters
- contact [dataprotectionofficer@wearetempo.org](mailto:dataprotectionofficer@wearetempo.org)
- Phone us on 029 2056 6132

### **If you are a Time Credits Network member and want to change the information we hold on you, or end your Time Credits membership you can:**

- Contact the group or organisation you are earning Time Credits with and ask them to update the information we hold on you or remove you from the Network.
- Email [dataprotectionofficer@wearetempo.org](mailto:dataprotectionofficer@wearetempo.org)
- Phone us on 029 2056 6132

## **Online services and privacy**

Tempo uses a number of online services to deliver Time Credits.

When you give us personal information over the internet, we take steps to ensure that it's treated securely. Any sensitive information is encrypted and protected with the following software: 128 Bit encryption on SSL.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

### **Where do we store your information on the internet?**

We ensure that all the services we use to store your information are held on servers within the European Union ("EU"). However, sometimes we may use third party services that are located outside of the EU. These countries may not have similar data protection laws to the UK.

By submitting your personal data to us, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

### **Use of 'cookies'**

Like many other websites, our websites uses cookies. 'Cookies' are small amounts information stored on your computer, tablet or smart phone and help us provide a better experience for you online. They collect statistical data about your browsing actions and patterns and do not identify you as an individual.

If you don't want us to use cookies, you can use turn off cookie use in your internet browser.