



Asian Women's Resource Centre
108 Craven Park
Harlesden
NW10 8QE
Tel: 0208 961 6549/5701
Email: info@asianwomenscentre.org.uk
Website: www.asianwomenscentre.org.uk

Privacy Notice

The Asian Women's Resource Centre is a company limited by guarantee, registered in Cardiff No: 1942925: Registered Charity No: 1049058, we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to info@asianwomenscentre.org.uk or by writing to the Asian Women's Resource Centre, 108 Craven Park, Harlesden, NW10 8QE, Alternatively, you can telephone us on 0208 961 6549/5701.

Who are we?

The Asian Women's Resource Centre is a specialist women's organisation providing quality assured support services to Black, Minority Ethnic (BME) women and children who have experienced or are at risk of domestic & sexual abuse, including "honour" based violence, forced marriage, female genital mutilation to promote their rights.

We provide direct services for women and girls, including advocacy support, advice and information services, emotional support, classes and workshops for women and we also provide advice and support to professionals from bodies such as the police, social services and schools to help them to understand issues affecting BME women and we campaign for better laws and their effective implementation as well as for

appropriate resources to uphold the rights of women and girls and ensure their safety.

How do we collect information from you?

We obtain information about you when you contact us and this can be on the phone, in person, by email, referrals and when you use our website. For example, when you contact us about services, to make a donation, or if you register to receive regular emails from us.

What type of information is collected from you?

The personal information we collect might include your name, address, telephone number, and email address, names of family members, health issues and details of other services you are in contact with. Information you provide to help us monitor equal opportunities. This of personal data (or “sensitive data”) such as your gender, nationality and racial or ethnic origin, disability, sexual orientation, faith, educational attainment and carer responsibilities;

The content and information you provide when you join our social media platform, any messages or communications you share with other members of the community and information about the groups you are connected to and how you interact with them. Information you exchange on the social media platform is not within Asian Women’s Resource Centre’s control and is provided at your sole discretion. The Asian Women’s Resource Centre does not monitor or share this information with any third parties.

Details of any organisations you work for or have interests in including information obtained through reference checks;

Your bank account details if you are paid a salary as an employee of the Asian Women’s Resource Centre, as a contractor, or incur expenses as a volunteer for Asian Women’s Resource Centre.

Other information about you, that is otherwise lawfully obtained, including images from Asian Women’s Resource Centre events, quotes, and social impact information.

How is your information used?

We may use your information:

- for making our services available to you
- to process your request for support and accessing services;
- for the performance of our work/contract with you;
- for your participation in, and our delivery of, our/your programme or course;
- to process a donation that you have made;
- to process requests that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;

- to seek your views or comments on the services we provide;
- to notify you of changes to our services;
- to send you communications which you have requested and that may be of interest to you. These may include information about campaigns, other fundraising activities and promotions of our associated companies, goods and services;
- to process a job application.

We may also use your information to communicate with you about programmes, courses and services we believe may be of interest to you in accordance with your communicated preferences.

This might include sending you publicity on courses / programmes, wider sector news, inviting you to speak on one of our programmes (paid or unpaid) or offering you other opportunities such as PR, business introductions, invitations to events or introductions to potential clients.

On occasion we may also use information you provide such as quotes, questionnaire and interview feedback, photographic images and video footage (where Asian Women's Resource Centre owns the copyright in such materials), case studies and social impact information for marketing or fundraising purposes. This includes social media, website and on printed material.

We will use employee information to maintain records about your employment and basic personnel files.

We may also use your information for the monitoring of equal opportunities. This includes making reasonable adjustments to your place of work or, if you are a student of ours, your place of education, in line with the Equalities Act 2010, and providing other additional support that maybe required by staff, students, volunteers or any other individual supporting Asian Women's Resource Centre's work.

If you wish to update the purposes for which we process your data you can do so by contacting us at: info@aisanwomencentre.org.uk

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed (table of timeframe and why is required is included in our GDPR policy). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf:

We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process donations and send you mailings). However, when we use third party service providers, we disclose only 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. Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Product Providers we work in association with:

We work closely with various third party providers to bring you a range of quality and reliable services designed to meet the needs of the community we serve. When you enquire information about any of the services, the relevant third party provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third party providers will share your information with us which we will use in accordance with this Privacy Policy.

When you are using our secure online donation pages, your donation is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct communications from us about the vital work we do for the communities we serve and our exciting services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your preferences at any time by contacting us by email: info@asianwomenscentre.org.uk or by phone on: 0208 961 6549.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: info@asianwomenscentre.org.uk or by writing to Asian Women's Resource Centre, 108 Craven Park, Harlesden, NW10 8QE , Alternatively, you can telephone 0208 961 6549.

You have the right to ask for a copy of the information Asian Women's Resource Centre hold about you.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. We take steps to store your data securely including to ensure that only certain personnel with password protected authentication can access personal data for the purposes set out on section on 'How is your information used'.

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.

16 or Under

We are committed to protecting the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information. However, we understand that in cases of forced marriage or "honour" based violence this may not be possible. In case of life threatening risks, we will take your information seriously. We might need to contact third parties such as social services, the police or lawyers with your consent. However, if there is a life threatening risk we may need to contact third parties such as social service, the police or lawyers without your consent.

Transferring your information outside of Europe

As part of the services offered to you, the information which you provide to us may be transferred to countries outside the European Union ("EU"). These countries may not have similar data protection laws to the UK. By submitting your personal data, 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.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in May 2018.