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Data Protection & Privacy Policy

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Owner: Joe Read

Trustee owner: Gary Christian

Contents

- 1. Introduction 1
- 2. Policy Statement 2
- 3. Information collection..... 2
- 4. Types of information collected 3
- 5. Information usage..... 4
- 6. Protecting personal information 4
- 7. Information disclosure 5
- 8. Information retention..... 5
- 9. Your rights..... 5
- 10. Privacy policy changes 6
- 11. Change history 6
- Appendix A: Document retention periods..... 8

1. Introduction

This data protection & privacy policy explains how our charity may collect and use the information you give us. We try to make our policy straightforward and easy to understand, but if you have any question or there is something you do not understand please contact us at solihullwfaenquiries@gmail.com.

If you are under 18, please seek permission from a parent or guardian before giving personal information to anyone online.

If you do not agree to this policy, please do not give us your information.

2. Policy Statement

Solihull Wheels for All (SWFA) is committed to storing all data and information collected to allow provision of its service in a secure and safe manner. Such data may include sensitive personal information such as contact details and medical information. We aim to hold all data provided in conformance with legal requirements (see the [Data Protection Act](#)).

Furthermore, SWFA will collect the minimum information necessary for its operations. Individuals have the right to opt out of data collection and if information is collected for other reasons, such as fund raising, this will be made clear and the provision of such data is entirely optional.

3. Information collection

We may obtain information through:

- our interactions with you
- information you provide when registering with us
- third parties and from public sources

We aim to be clear when we are gathering information. You have the right to request that your information not be used at any point. To do so, please contact us at solihullwfaenquiries@gmail.com.

For more information on your rights, please view the 'Your rights' section below.

Examples of when information may be collected include (but may not be limited to) if you:

- ask about our activities and services
- donate to us
- sign up to receive newsletters, event updates, or notifications on appeals
- participate in a fundraising event
- post content to our website or social media website
- volunteer with us
- meet with us and provide information about yourself
- contact us through the website or via any other mode such as online, email, phone, SMS, social media or post

We may obtain information from third parties if you gave them permission to share it with us such as when you:

- donate through a third party (e.g. JustGiving), the third party may provide us with your bank details so that we can process your donation or your home address so we can process gift aid
- complete a challenge event to raise money for Solihull Wheels for All and are using a third party to collect sponsorship, the third party may provide us your name and contact details (e.g. email, address, and/or phone number) so that we can provide you support and materials and thank you for your contribution

- use third party lists to help us find trusts and corporate foundations to whom we can apply for funding.

We may obtain information from public sources to help identify trusts, firms, companies, and individuals for possible funding opportunities. Specific individuals may be contacted if they are to whom the publicly available information directs us (e.g. the email address for a partner at a firm).

Public sources we may use include:

- company websites
- social networks (e.g. LinkedIn, Facebook, X and BlueSky)
- pre-compiled public lists

4. Types of information collected

The information collected will vary depending on the situation (e.g. donation administration, event registration, etc.), but is intended to be the minimal amount needed for the activity (e.g. providing the service requested). We will not sell or rent any personally identifiable information that you provide to us.

Personal information collected may include, but is not limited to:

- name
- email address
- postal address (including postcode)
- phone number
- bank or credit card details
- why you have decided to support us
- other information relevant to our service

Certain types of personal information (e.g. health, race, religious beliefs, etc.) are in a special category under data protection laws, because they are considered to be more sensitive. We only collect and use personally identifiable information of this type if there is a clear reason for us to do so, (e.g. to provide appropriate facilities, support out to advise emergency services). We may also collect this type of information if you make it public or volunteer it to us. Wherever it is practical for us to do so, we will let you know why we are collecting this information and for what purpose.

For people accessing our service, we may keep some of the information they choose to give us (e.g., name, phone number, email etc) in order to advise of cancelled sessions, pass to emergency services, improve our services or to use in an anonymised form for fund raising.

For service users under the age of 18 we will ask a parent, guardian or other responsible adult for consent prior to collecting the child's information.

We do not actively collect and/or use information about your device (e.g. IP address, type of device, etc.) but depending on your device settings, it may be made available to us. Contact your device manufacturer or operating system provider for more information on what information is made available.

5. Information usage

We will use your personal information to administer our website, applications, contact databases, client service and marketing material. Examples include:

- providing information you requested
- booking a private session
- keeping a record of session attendance to ensure compliance with data requirements
- processing a singular or regular donation
- claiming gift aid on a donation
- maintaining a list of people who have previously donated or fundraised so we can contact them to see if they are interested in doing so again
- registering you for a session
- maintaining a list of people interested in receiving our newsletter, information on events and/or information on appeals
- understanding what engagement you have had with us (e.g. donations, event participation, meetings, etc.) and how you prefer to be contacted (email, post, or phone) to ensure we only send you relevant and appropriate communications
- maintaining a list of people who have explicitly told us that they don't want to be contacted by us
- identifying funding opportunities (e.g. trusts, foundations, companies, firms, etc.)
- create reports about our service
- safeguard staff, volunteers, and service users
- meet legal obligations

At any point, you can let us know how you would like to be contacted and what information you would like to receive, as well as update your communication preferences and opt out of communications, by emailing solihullwfaenquiries@gmail.com.

Most of the time, we will obtain your permission for processing your information, but occasionally we may need to process your personal data without your consent. This will only be done when it is in our legitimate interest, it is legal for us to do so, and it will not infringe your legitimate interest, rights, and/or freedoms.

6. Protecting personal information

The safety and security of your personal information is important to us and we try to implement the safeguards needed to protect it, ensure it is accurate, and keep it up to date such as:

- Using payment gateways (e.g. JustGiving) which should meet the Payment Card Industry Data Security Standards.
- Regular anti-virus scanning of hardware devices.
- Providing GDPR briefings to staff & volunteers to increase their knowledge and awareness of best practices for data protection.

Unfortunately, no matter what safety measure are implemented, information sent via the internet can never be guaranteed to be fully secure. Even though we do our best to ensure your personal information is safe, we cannot guarantee that the information you provide online or via email is fully secure. Information you send via internet is therefore sent at your own risk.

7. Information disclosure

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required to do so by law or for regulatory reasons. Nor will we disclose an individual's personally identifiable sensitive information outside the charity without that individual's prior written or email consent.

General information may be shared with partners, primarily for funding grant applications, with personal identifying information removed (e.g. we may share the total number of attendees at sessions with anonymised data on gender, residence location, health conditions etc).

8. Information retention

If you opt-out of communications, we normally keep the minimal amount of personal information needed to ensure your request is carried out (e.g. name, email, and address). If you ask us to completely remove all of your information, we will do our best to carry out your request, but may not be able to if we were unable to keep the information required to track your request.

If your personal details change, please help us to keep your information up to date by notifying us at solihullwfaenquiries@gmail.com

Retention periods are listed by information type in Appendix A. Note: information may be retained in an anonymised format for longer periods for analysis and fund-raising. Any such information will have all identifying elements removed.

9. Your rights

For any personal information of yours that we hold, you have the right to request:

- That we verify, correct, restrict use of, and/or erase your information. Please note, any information you shared via social media channels may remain after we carry out your requests on your information in our systems.

- What information you receive (e.g. newsletter, annual report etc.) and how you receive it (i.e. phone, email, and/or post).
- A copy of the information we hold about you (please include details of the information you want)
- All such requests should be made by email to solihullwfaenquiries@gmail.com.

You also have the following rights under GDPR regulation, more information on these can be found on the [ICO's \(Information Commissioner's Office\)](#) guidance:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

We may require proof of identity prior to fulfilling your request, and we will respect your requests unless we are unable to do so for legal reasons (e.g. inability to delete donation information for auditing reasons). If we are legally unable to carry out your requests, we will notify you along with the reason(s) why. For more details regarding exceptions to your rights, please view the ICO's guidance.

Complaints regarding our processing of your personal data can be made to the ICO, however, we would appreciate the opportunity to address any issues you have with the way we process your data and can be contacted at solihullwfaenquiries@gmail.com. If you are still unhappy after we have had the chance to discuss your complaint, you have the right to contact the ICO at any time.

10. Privacy policy changes

We are constantly reviewing how we process and protect data. Therefore, changes to our policy may occur at any time, and we reserve the right to amend our Privacy Policy. If we do so, we will post notice of the changes on our website. Please revisit this policy page each time you consider giving personal information.

This privacy policy should be read in conjunction with our website terms and conditions.

11. Change history

Version	Change date	Changed by	Details
0.01	07/12/2025	G Christian	First draft
0.02	07/01/2026	G Christian	Finalised initial draft, updated formatting

0.03	08/01/2026	G Christian	Implemented changes proposed by David & Joe: a. removed word 'about' from section 1 Introduction, b. section 2 Policy Statement reworded first sentence to improve clarity, changed 'Further' to 'Furthermore'
1.00	26/01/2026	G Christian	Up-issued to V1.00 following Trustee agreement

Appendix A: Document retention periods

Type	Description	Period ⁽¹⁾
Volunteer applications	Application forms, referee details, DBS details & training records	2 years from date last volunteered
Service user registrations	Registration forms	2 years from last session attendance
Service user details	Information provided on the registration forms is stored in a secure GDPR compliant database	2 years from last session attendance ⁽²⁾
Session attendance	Name only is record on Activity Report Sheets	Indefinite
Donation details	In alignment with auditing requirements	6 years from date of donation
Incident forms	Accident reporting and safeguarding incident forms	3 years from date of incident

Notes:

1. Record deletion may occur as part of a regular process rather than on the specific anniversary of the date
2. Anonymised data may be downloaded and retained indefinitely for fund-raising. It will contain no personally identifiable information.