

MAITS Privacy Policy

This policy covers Multi-Agency International Training and Support's ('MAITS', we', 'us' 'our') use of personal information that we collect.

We ask that you read this privacy policy carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information, and on how to contact us and supervisory authorities in the event you have a complaint.

Our nominated representative for the purposes of this is Sadia Mirza, the Operations and Finance Manager.

Who we are

We are MAITS, based at 86-87 Wimpole Street, London, W1G 9RL.

MAITS collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

The personal information we collect and use

We may collect your full name and contact details (such as phone number, email address and postal address) from you whenever you engage with us.

In addition, we may collect:

- a copy of your DBS and your passport, MAITS staff and volunteer trainers travelling abroad.
- Financial details of donors, trainers and grant recipients.
- Education and employment background, for example, in order to process the trainer's application to find a suitable match.
- Any equal opportunity data, or physical or mental health information, for example, to administer an application.

Who we share your personal information with

We do not share your personal information unless required to do so as part of carrying out our services.

We will share personal information with law enforcement or other authorities if required by applicable law.

Some of the organisations that MAITS' works with are outside of the European Union. Whenever we share or transfer personal information we comply with the standards set by the GDPR.

How long your personal information will be kept

We will hold your personal information for no longer than necessary (unless we are required to hold it for longer to comply with a legal requirement or for our legitimate business purposes).

If you are a volunteer trainer, we keep trainers' information on record until the trainer withdraws their interest from our services.

Reasons we can collect and process your personal information

What is the legal basis of our data processing?

Under data protection legislation we are only permitted to use your personal information if we have a legal basis for doing so. We rely on the following legal bases to use your information:

- For employment-related purposes
- Where we need information to provide our charitable services
- Where we need information to operate the grants we have donated to you
- Where we need to comply with a legal obligation; and
- Where the processing is necessary for us to carry out activities for which it is in MAITS legitimate interests (or those of a third party) to do so and provided that your interests and fundamental rights do not override those interests, including:
 - Processing that is necessary for us to promote our charity
 - Processing that is necessary for us to fundraise
 - Processing that is necessary to improve our knowledge of the charity sector
 - Processing necessary for us to operate the administrative and technical aspects of our charity efficiently and effectively

Disclosure of your information

MAITS shares success stories, impacts and achievements of volunteers on social media, newsletters and our website from time to time. We would only mention your name, host organisation and use your pictures to publish these success stories. By registering and volunteering with MAITS, you provide consent to MAITS to collect the impact data of your training and to publish the results in the public domain.

We may also share your information with selected third parties including:

- partner organisations
- In addition, we may disclose your personal information to third parties in the event that we merge with another charity
- if we are under a duty to disclose or share your personal data in order to comply with: any legal obligation, or any contract you enter into with us or other agreements; or to protect the rights, property, or safety of MAITS, our employees, beneficiaries or others. This includes

exchanging information with other charities and organisations for the purposes of child protection.

Where we store your personal data

Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to us; any transmission is at your own risk. Once we have received your information, we will use all reasonable measures and security features to try to prevent unauthorised access.

Your rights

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, these include rights to:

- the right to withdraw consent from allowing us to contact you about services we could provide you with
- access your personal information and certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit the data to a third-party in certain situations
- object, at any time, to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information; and
- otherwise restrict our processing of your personal information in certain circumstances.

For further information on each of these rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.

If you would like to exercise any of the rights, please:

- email or write to us (see 'How to contact us' below)
- let us have enough information to identify you e.g. name and work email address
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know the information to which your request relates.

Your privacy is of the utmost importance to us and we will never release your details to third-party organisations for the purpose of marketing or communications without your prior agreement.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

We use secure server technology to ensure that all data held by us is secure.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred.

The supervisory authority in the UK is the [Information Commissioner](#) who may be contacted on telephone: 0303 123 1113.

Changes to this privacy notice

MAITS is committed to safeguarding the privacy of our staff, volunteers, contractors and beneficiaries. This privacy policy was last updated on 30th June 2020

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version.

How to contact us

Please contact us if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact us, please send an email to info@maits.org.uk.