



## THE SYMBOL TRUST PRIVACY POLICY

### Definitions

**The Symbol Trust** - A charity number register in England and Wales (1097042)  
Registered Office: Unit 3, Little Caring Farm, Caring Lane, Bearsted, Maidstone, ME17 1TH

**You** – A supporter or service user of The Symbol Trust

**Information** – Personal data (e.g. name, email address, phone number) and also any other details you provide to The Symbol Trust.

### How The Symbol Trust Collects Information:

The Symbol Trust collects information directly with your permission when you:

- Request information from The Symbol Trust
- Fundraise on behalf for The Symbol Trust
- Donate to The Symbol Trust
- Support The Symbol Trust by adding Gift Aid to your donation
- Sign up to an event or service from Symbol Connect
- Donate goods to our shop – Hop, Stitch & Jumper
- Provide personal data to The Symbol Trust

The Symbol Trust collects information indirectly with your permission and in line with third parties privacy policies when you:

- Use a third party, such as Just Giving, to support The Symbol Trust
- Sign up to an event to fundraise for The Symbol Trust through a third party
- Use online social media platforms such as Facebook, Twitter or Instagram if you have given them permission to share this with us

### Third Party Websites:

The Symbol Connect website contains links to websites owned by other people, for example, Just Giving through the Donate option.

### Sensitive information:

The Symbol Trust only collects sensitive information with your permission and stores in in accordance with the Data Protection Act and The Symbol Trust privacy policy.

Sensitive information collected by The Symbol Trust includes:

- Personal connection to a learning disability
- Age and gender

The Symbol Trust, Unit 3, Little Caring Farm, Little Caring Lane, Bearsted, Maidstone, Kent, ME17 1TH  
**Tel:** +44 (0)1622 863 291 **Fax:** +44 (0)1622 859462 **E:** info@symbolconnect.co.uk  
www.symbolconnect.co.uk



- Health condition if you are taking part or fundraising for The Symbol Trust in a sporting event

#### How The Symbol Trust Uses Information:

The Symbol Trust uses information collected only to:

- Provide information requested on The Symbol Trust or any of The Symbol Trust Services, for example : The Hopshed Theatre Company, Hop, Stitch & Jumper, The Hopyard
- Keep a record of any communications between supporters or service users of The Symbol Trust and The Symbol Trust, such as emails and phone calls
- Keep a record of guest attendance at fundraising events for The Symbol Trust
- Processing financial donations to The Symbol Trust, for example, attending a paid event or setting up Direct Debit to The Symbol Trust
- Monitoring how The Symbol Trust communicates with supporters or service users, including:
  - Contact preferences
  - Type of information requested to receive
  - Events
  - Fundraising projects
  - How you can support The Symbol Trust
  - Responding to queries or complaints

#### How The Symbol Trust Shares Information:

**The Symbol Trust will not:**

- Sell information to any third party organisation
- Share information to others to use for external marketing or fundraising purposes

**The Symbol Trust may:**

- Use external companies to send information to supporters or service users, such as:
  - The Royal Mail or a courier company to deliver mail or items
  - Process fundraising donations

The Symbol Trust will only provide these external companies with the information they need to deliver the respective service.

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### How The Symbol Trust Stores Information:

The Symbol Trust ensures that:

- Appropriate technical procedures are in place to protect your personal details.
- The server network which The Symbol Trust utilises is protected and systems are regularly reviewed.
- The information held is only accessible to The Symbol Trust staff, trustees and trusted contractors.
- Information held is regularly reviewed by The Symbol Trust and information no longer required is deleted appropriately.

### Further Information

If you require any further information, please email The Symbol Trust [info@symboltrust.org.uk](mailto:info@symboltrust.org.uk) or call +44 (0)1622 859216

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