
WGP11c - Data Privacy Policy



October 2022

A. Introduction

1. Everyone has rights to have personal data handled appropriately. This privacy policy sets out how Well Grounded ("WG") handles the personal data of our benefactors, suppliers, employees, workers and other third parties.
2. WG is a charity with a vision to support the development of civil society organisations in Africa, helping them to reach their full potential and achieve real, positive change for environmental and social justice.
3. Well Grounded Limited is a private company limited by guarantee without share capital, registered with Companies House, number 07269647. Well Grounded is also a registered charity in England & Wales, number 1176051. The main contact email for Well Grounded is info@well-grounded.org.

B. Personal Data

The types of WG Personal Data that may be processed include the personal data of those who work for or with the beneficiaries, partners, funders, stakeholders, clients, and board of Well Grounded.

The Personal Data may also include data relating to their engagement with Well Grounded's main activities, including, but not limited to, organisation development for CSOs; women's and indigenous peoples' leadership development; shifting power for an enabling environment; case studies, testimonials, and evidence collection.

The specific types of data may include the following:

- Identity data includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- Contact data includes billing address, delivery address, email address and telephone numbers and any exchanges such as emails, telephone conversations or other electronic communications with our employees and other staff members.
- Financial data includes bank account and payment card details, as well as information required to comply with our anti-money laundering obligations.
- Transaction data includes details about payments to and from you and other details of products and services you have purchased from us.
- Technical data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- Profile data includes donations made by you, your interests, information about your professional role and background, preferences, feedback, survey responses and messages of support to our beneficiaries.
- Usage data includes information about how you use our website, products, and services.
- Marketing and communications data includes your preferences in receiving marketing from us and our third parties and your communication preferences.
- Recruitment data provided to us in your CV and covering letter, as well as the information you have provided on your application form, including name, title, address, telephone number, personal email address, date of birth, gender, employment history, qualifications, criminal conviction data, and any information provided to us during an interview.

C. Data Collection

Well Grounded may collect your personal data in the following circumstances:

Directly

Most of the personal information we process is provided to us directly by you for involvement in the following activities: organisation development for CSOs; women's and indigenous peoples' leadership development; shifting power for an enabling environment; case studies, testimonials, and evidence collection.

Indirectly

You may give us your information indirectly when you contribute to Well Grounded through fundraising sites like JustGiving. These independent third parties will pass your data to Well Grounded where you have given your consent or where it is a necessary part of completing a contract with you.

Social Media

We might also obtain your personal data through your use of social media such as Facebook, WhatsApp, Twitter, or LinkedIn, depending on your settings or the privacy policies of these social media and messaging services.

To change your settings on these services, please refer to their privacy notices, which will tell you how to do this.

<https://www.facebook.com/policy.php>

<https://twitter.com/en/privacy>

<https://www.whatsapp.com/legal/#privacy-policy>

<https://www.linkedin.com/legal/privacy-policy>

Publicly Available

We might also obtain personal data about individuals who may be interested in giving major gifts to charities or organisations like Well Grounded. In this scenario, Well Grounded may seek to find out more about these individuals, their interests, and motivations for giving through publicly available information.

Well Grounded will not retain publicly available data relating to major donors without their consent, which will be sought at the earliest practical opportunity. Where we decide not to make contact, we will delete all personal data obtained, other than basic contact details, to which we will apply a suppression flag to ensure we do not make contact in the future.

We may also gather information if your activities relate to our work - for instance, if you are a public figure such as a Member of Parliament or you represent an organisation which we work with or which is related to one of our activities we may gather information about you in order to inform our activities and make decisions.

Cookies

Cookies are a useful way for us to understand how supporters use our website. When you visit our website, we will collect data from your computer or other device such as a smart phone or tablet through the use of "cookies". Cookies are created by your web browser when you visit our website. Every time you go back to the Well Grounded website, your browser will send the cookie file back to the website's server. They improve your experience of using our website, for example, by remembering your preference settings so that you are presented with information likely to be most relevant to you, and by measuring your use of the website to enable us to continuously improve our website to ensure that it meets your needs.

D. Reasons for Use

Well Grounded will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- where we need to perform the contract, we are about to enter into or have entered into with you;
- where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests;
- where we need to comply with a legal obligation; or
- where we have your consent to do so.

We may use your information for the following purposes:

- to operate, manage, develop and promote our organisation, including managing and administering donations and other support actions;
- to operate, administer and improve our website and premises and other aspects of the way in which we conduct our operations;
- to protect our organisation from fraud, money-laundering, breach of confidence, theft of proprietary materials and other financial or business crimes;
- for recruitment purposes to assess your skills, qualifications, and suitability for a role, carry out background and reference checks (where applicable), communicate with you about the recruitment process and keep records related to our hiring processes;
- to comply with our legal and regulatory obligations and bring and defend legal claims;
- if you have given your consent, to provide you (by electronic means only) with information about our news, activities, appeals, campaigns and fundraising;
- if you have given your consent, to allow selected third parties to contact you about their services or issues which may be of interest to you; and
- to analyse and better understand the composition and interests of our supporter base.

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. We will get your express opt-in consent before we share your personal data with any third party for marketing purposes. You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by contacting us at any time.

E. Marketing

Well Grounded strives to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by contacting us at any time.

F. Sharing Data

Well Grounded may share your personal data with the parties set out below:

- your colleagues within the organisation that you represent;
- service providers who host our website or other information technology systems or otherwise hold or process your information on our behalf, under strict conditions of confidentiality and security;
- a person who takes over our organisation and assets, or relevant parts of them; or

- in exceptional circumstances:
 - to competent regulatory, prosecuting and other governmental agencies, or litigation counterparties, in any country or territory; or
 - where we are required by law to disclose;
- third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to your data by ensuring that at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission.
- Where we use certain service providers, we may use specific contracts approved by the European Commission, which give personal data the same protection it has in Europe.
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield, which requires them to provide similar protection to personal data shared between Europe and the US.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA/UK

G. Basis for Processing

The law on data protection sets out a number of different reasons for organisations to collect and process your personal data. When collecting your personal data, we will always make clear to you which data is necessary for a particular purpose. Well Grounded relies on the following legal bases in our data processing activities.

Consent

Wherever possible, we will ask for your consent to send you marketing information. We will do this through a clear statement of what you will receive and allow you to select only those channels that you wish to hear from us by.

For example, sign up to our mailing list, you will be asked whether you would like us to keep in touch about our projects, fundraising activities and other activities.

Legitimate interest

In specific situations, we process your data to pursue our legitimate interests in ways which might reasonably be expected and which do not materially impact your rights, freedom or interests. Well Grounded's use of legitimate interest includes the following.

Sending direct information by email, to keep our audiences updated on Well Grounded activities. Well Grounded will only do this where we have reason to believe that this information will be of interest. To help identify businesses who may wish to support Well Grounded, we send emails to individuals where relevant to their job, for instance people working in Pro Bono, Sustainable Development, and Corporate Social Responsibility.

Legal compliance

If the law requires us to, we may need to collect and process your data.

For example, where you sign up to the Gift Aid scheme, we will process your data for the purposes of submitting a Gift Aid claim to HMRC.

Public Interest

In limited situations we may use data in the public interest. It is likely to be in the public interest to collect data to prevent crime or dishonesty, ensure that we are fair in our practices by carrying out equality and diversity monitoring, or safeguard the wellbeing of people with whom we work.

G. Storing Data

Well Grounded will hold your personal information on our systems for as long as is necessary for the relevant activity, for example we will keep a record of donations subject to gift aid for at least seven years to comply with HMRC rules.

If you request that we stop sending you marketing materials, we will keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.

H. Keeping Data Safe

Well Grounded will ensure that there are appropriate technical controls in place to protect your personal details. For example, our database has enterprise level data security protections, and we routinely use multifactor authentication.

Well Grounded undertakes regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors.

Well Grounded uses external companies to collect or process personal data on our behalf. We do comprehensive checks on these companies before we work with them, and put a contract in place that sets out our expectations and requirements, especially regarding how they manage the personal data they collect on our behalf, or have access to. These Data Processors also have legal liability for the way in which your data is used, providing you with additional protection.

H. Your Data Rights

Well Grounded Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at andrew@well-grounded.org.

I. Sharing Concerns

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at andrew@well-grounded.org.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>

Appendix 1 - Data Privacy Notice



October 2022

A. Overview

As part of its recruitment process, Well Grounded collects and processes personal data relating to applicants applying for volunteer and paid positions. As a registered charity, and conscious of our legal obligations under GDPR, Well Grounded is committed to being transparent about how it collects and uses that data, and in meeting its data protection obligations.

B. Information Collected

Well Grounded collects a range of information about you during this application process:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process; and
- information about your entitlement to work or volunteer in the UK.

Well Grounded may collect this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

Well Grounded may also collect personal data about you from third parties, such as references supplied by former employers. Well Grounded will seek information from third parties only once a volunteer or paid offer to you has been made and will inform you that we are doing so. Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

C. Processing Personal Data

Well Grounded needs to process data to take steps at your request prior to entering into a contract with you. We may also need to process your data to enter into a contract with you. In some cases, we need to process data to ensure that we are complying with its legal obligations.

Well Grounded has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows us to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. We may also need to process data from job applicants to respond to and defend against legal claims.

Well Grounded may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. Well Grounded may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability.

Well Grounded processes such information to carry out its obligations and exercise specific rights in relation to employment and volunteering. If your application is unsuccessful, Well Grounded may keep your personal data on file in case there are future employment and volunteering opportunities for which you may be suited. We will ask for your consent before it keeps your data for this purpose and you are free to withdraw your consent at any time.

D. Access to Data

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment team, interviewers involved in the recruitment process, managers in the area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

Well Grounded will not share your data with third parties, unless your application for employment is successful and we make you an offer of employment. We will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks.

E. Data Protection

Well Grounded takes the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

F. Data Retention

If your application for employment is unsuccessful, the organisation will hold your data on file for 6 (six) months after the end of the relevant recruitment process. If you agree to allow us to keep your personal data on file, we will hold your data on file for a further 6 (six) months for consideration for future employment opportunities. At the end of that period, or once you withdraw your consent, your data is deleted or destroyed.

If your application is successful, personal data gathered during the recruitment process will be transferred to your Human Resources file (electronic and paper-based) and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

F. Your Rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where Well Grounded is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact Andrew MacKay, andrew@well-grounded.org.

If you believe that Well Grounded has not complied with your data protection rights, you can complain to the Information Commissioner.

[] I consent to be contacted by Well Grounded about this opportunity and its wider work.