



KEY+ Privacy Policy

Our contact details

Version 2: February 2024

www.thekeyuk.org

Name: Keyfund Federation (operating / trading as "The Key")
Address: Hadrian House, Higham Place, Newcastle Upon Tyne, NE1 8AF

Phone number: 0191 731 7830

Email: theteam@thekeyuk.org

The type of personal information we collect

We currently collect and process personal identifiers, contacts and characteristics, including:

- Name
- Address or location (the organisation's address can be used if preferred)
- Affiliation to the organisation that is a KEY+ delivery partner

For facilitators, we also collect data including:

- Email address
- Phone number (optional)
- Confirmation that they hold a DBS certificate
- Training completion records

For community panel members, we also collect data including:

- Email address
- Phone number (optional)
- Contact details of two referees
- Training completion records
- Date of birth (optional)

For young people taking part in a project, we also collect data including:

- Date of birth
- Email address (only used as a login id to the KEY+ software)
- Self-assessment of skills development
- Participation in KEY+ projects
- Demographic data including ethnicity, sex and gender, and disability (all optional)
- Photos and videos (optional)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Taking part in the KEY+ Challenge to complete projects
- Undertaking training to become a facilitator or community panel member

We also receive personal information indirectly, from the following sources in the following scenarios:

- The organisation that is a KEY+ delivery partner may provide the data listed above on your behalf

We use the information that you have given us in order to:

- Deliver training to facilitators and panel members
- Support facilitators to run KEY+ projects
- Provide access to the KEY+ software platform
- Allow facilitators to contact other facilitators and community panel members about current projects (we will not share contact details of anyone under 18 in this way)
- Inform community panel members about projects where they are attending panels (these people are likely to be outside the organisation actually running the project)
- Share stories, photographs and videos submitted as part of a project (only where explicit consent is given)
- Share newsletters and other information (only where explicit consent is given)

We also submit reports to funders with aggregated statistics based on the personal data, in order to prove that the money they donate for micro grants is being spent in the way that they expect. Funders are unable to identify individuals from these statistics.

Who we share your data with

As listed above, we will share facilitators' and community panel members' contact details within the KEY+ community (you can refuse consent to have your details shared and we will not share contact details of anyone under 18 in this way). We will also share project details with panel members who have been invited or are attending.

Beyond these uses, we will only share personal information with organisations contracted to provide legal, training or IT support services to the The Key, where it is necessary to deliver those services. Zoho provide our KEY+ software platform but have no access to our data, except for email addresses used to log in.

We will never sell your data for advertising or third party marketing purposes.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- a) Your consent (for sharing your stories or contacting you about events etc). You can remove your consent at any time, and you can do this by contacting theteam@thekeyuk.org or by deleting the data from your profile in the KEY+ software.
- b) We have a legitimate interest, as we cannot deliver the KEY+ programme without the data listed. Where data is optional (eg ethnicity), you can opt out by deleting the relevant data from your profile, but if insufficient numbers of people share their data we will be unable to report to our funders and hence may be unable to provide micro grants for future projects.

How we store your personal information

Your information is securely stored within Zoho or on our Sharepoint server.

We keep data about young people, facilitators and community panel members for 3 years after completion of the last project or panel. We will then dispose of your information by deleting it from Zoho. Beyond this time, only aggregated and anonymised project data will be kept in order to provide longitudinal reporting for funders.

Your data protection rights

Under data protection law, you have rights including:

1. Your right of access - You have the right to ask us for copies of your personal information.
2. 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.
3. Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
4. Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
5. Your right to object to processing - You have the right to object to the processing of your personal information 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 theteam@thekeyuk.org if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at theteam@thekeyuk.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>