

Privacy Notice

Oasis is committed to protecting any personal information you provide to us. This privacy notice is intended to ensure that you are aware of how your personal information will be used and shared, and aware of your rights over your data.

1. Who we are

Oasis is a charity registered in England and Wales (1126198), and a company Limited by guarantee in England (05810653). We provide services to adults and children affected by Domestic Abuse in Kent and the Medway area. Our registered office is PO Box 174, Margate, Kent, CT9 4GA.

You can email us at enquiries@oasisdaservice.org or call us on 01843 296 400.

2. What Information we collect about you and why ?

The personal information we collect varies depending on the services that you are accessing or how you interact with us. The table below details the information we collect based on how you interact with us, our purpose for collecting this information and our lawful basis for collecting the information.

Service/ Interaction	Data	Purpose & Lawful Basis
Adult & Children's services – helpline, 121 support, group support & programmes, refuge and safe accommodation	Client Contact details including name, address, email telephone number, reason for referral, pregnancy status, any additional support needs	To provide access to an IDVA (Independent Domestic Violence Advocate) who can help you stay safe and provide practical advice and liaison with other services and undertake DASH Assessment. <i>Lawful Basis</i> = Public Task To respond to your helpline and website enquires and provide advice and support. <i>Lawful Basis</i> = Public Task Provide safe space for you and your family if you need to leave your current situation quickly

		<p>and where you are a young person at risk of homelessness because of domestic abuse.</p> <p><i>Lawful Basis</i> = Public Task</p> <p>To provide recovery and preventative group programmes for adults, young people and children who are survivors or have experiences of domestic abuse.</p> <p><i>Lawful Basis</i> = Consent</p>
Counselling	Client Contact details name, address, email telephone number.	<p>To provide counselling services to adults and children who have experienced any form of Domestic Abuse.</p> <p><i>Lawful Basis</i> = Consent</p>
Supporters & Donors	Individuals' names and contact details, details of donations, gift aid declarations.	<p>To facilitate and promote donations, legacy giving and fundraising by our wonderful donors and supporters and to keep you informed about our activities, events, aims and objectives and process Gift Aid declarations.</p> <p><i>Lawful Basis</i> = Consent and Legal Obligation (Gift Aid)</p>
Volunteer	Volunteer contact details, experience, DBS check.	<p>To manage your application for volunteering with us, manage your training records and undertake the necessary checks and references.</p> <p><i>Lawful Basis</i> = Legal Obligation and Legitimate Interest (in ensuring that we place the right volunteers in the most appropriate role).</p>
Trustees	Trustee contact details, experience, declarations of interest.	<p>To manage your application to become a Trustee with us, manage any training records and undertake the necessary checks and references.</p> <p><i>Lawful Basis</i> = Legal Obligation</p>
Website Visitors	Which pages you visit most often. We may also track which pages you visit when you click	<p>We process this information to help our website run effectively and to personalise the way our website is presented when you visit to make improvements and to ensure we provide the</p>

	on links in emails from us.	best service and experience for you, to monitor the effectiveness of our marketing activities, and to ensure the security of our website. <i>Lawful Basis</i> = Consent and Legitimate Interest.
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3. Who your information is shared with

If we are concerned that you or someone around, you may be at risk of harm then we will share this information with the most appropriate statutory service or first responder to ensure your safety and the safety of those around you.

Many of our services are funded by public bodies such as Kent County Council, Medway County Council, Office of the Police and Crime Commissioner. These funders require that we provide statistics regarding use of our services. Please don't worry about this, we take care to ensure that it is not possible to identify an individual from these statistics. We sometimes get asked for case studies. Where this is the case, we would check with you and get your consent for this and ensure that any directly identifiable data is removed from the case study.

Sometimes you or your family's social worker, health worker, or if there is an ongoing police investigation or prosecution, the officer in charge of your case may contact us to see if you or your family member is accessing support. We will only share data with them if we have consent to do so, unless we are concerned for your or anyone else's safety.

We use third party IT providers to help us deliver our services and store your data electronically. We have contracts in place with these providers and check that they have security measures in place to ensure the safety of your data.

When making an online donation you will be directed through to the site of JustGiving (www.justgiving.com (<http://www.justgiving.com/>)) which administers donation transactions on our behalf. The site has its own privacy policy here: <https://www.justgiving.com/info/privacy-policy-versions/privacy-policy-v20> (<https://www.justgiving.com/info/privacy-policy-versions/privacy-policy-v20>).

From time to time, we will process payments via Stripe, a platform we only ever use to process online bookings for ticketed events. Stripe has its own privacy policy here: <https://stripe.com/gb/privacy> (<https://stripe.com/gb/privacy>).

If you undertake a sponsored challenge or other fundraising on our behalf using third party platforms other than JustGiving (for example Enthuse), we will respect the communication preferences you specify on that site.

If you have made a Gift Aid declaration, we will disclose the information you have provided as part of the declaration to HMRC for the purpose of reclaiming gift aid on your donation(s).

Oasis may analyse and disclose aggregate statistics about our site visitors, and donations to describe our services to prospective partners, other reputable third parties and for other lawful purposes, but these statistics will include no personally identifying information.

Oasis may disclose personal information if required to do so by law or if it believes in good faith that such action is required by law.

This site contains links to other sites. Oasis is not responsible for the privacy policies or the content of such sites.

Petitions

By signing an Oasis petition you agree to Oasis including your name in the presentation of a petition to the Government. Once the petition has been passed to the Government, Oasis will have no control over the purposes for, or manner in which the information contained in it is used by the Government. Your email address will not be shared and will only be used by Oasis for the purpose of keeping you updated with news if you have opted in to receive this information.

4. How long we keep your information for

We will only keep your information for as long as is reasonable and necessary for the relevant activity, which may be to fulfil our statutory obligations (for example the collection of Gift Aid).

5. International Data Transfers

On the whole most of your data will stay in the UK however some of the tech providers we use such as Microsoft may access your data in the USA, where this is the case we will make sure that they are registered with the EU US Data Privacy Framework or we have a contract with the provider which includes special contract clauses called the EC Approved Special Contractual Clauses, and the ICO's.

International Data Transfer Addendum. Please contact our Data Protection Lead if you would like further information.

6. Your Rights

You have the following rights in relation to your personal data processed by us:

- **Request access** to your personal information. This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request rectification** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing.
- **Object to processing** of your personal information where we are relying on a legitimate interest and there is something about your situation which makes you want to object to processing on this ground.
- **Request the restriction of processing of your personal information.** This enables you to ask us to suspend the processing of personal information about you.
- **You can withdraw your consent for processing your data at any time.** Where the processing of your personal data relies on the consent lawful basis you can withdraw your consent.

For more information on your rights, if you wish to exercise any right or for any queries you may have or if you wish to make a complaint, please contact our Data Protection Lead: gdpr@oasisdaservice.org.

7. Complaints and Queries

We always try to meet the highest standards when collecting and using personal information and we welcome feedback about this privacy policy or any other data protection issues or concerns. Please in the first instance contact our Data Protection Lead at gdpr@oasisdaservice.org with any feedback, comments, concerns, or complaints.

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office in their capacity as the statutory body which oversees data protection law in the UK–

www.ico.org.uk/concerns.

8. Use of cookies

Cookies are pieces of information that a website transfers to your hard drive to store and sometimes track information about you. Most web browsers automatically accept cookies, but, if you prefer, you can change your browser to prevent that. However, you may not be able to take full advantage of a website if you do so. Cookies are specific to the server that created them and cannot be accessed by other servers, which means they cannot be used to track your movements around the web. Although they do identify a user's computer, cookies do not personally identify users. Passwords and credit card information are not stored in cookies.

We use cookies to:

- Estimate our visitor size and patterns
- Better understand visitor preferences and to improve and update our website

Cookie Definitions

www.oasisdaservice.org.uk (<http://www.oasisdaservice.org.uk/>) inhabits both Google Analytics cookies and those set in the site build which are used to gain information to improve end users' experiences and interactions with the Oasis site.

Google sets cookies in order to evaluate the use of a site. Cookies 1-4 listed in the table below are used by Google Analytics to distinguish between user sessions and to acquire information needed to form your Google Analytic reports.

Data collected from Google Analytics cookies is still the personal property of Oasis. Below is a description of the way that analytics sets and uses cookies information:

Cookie Name Information Expiry Period

__utma

This cookie is written to the browser on a user's first visit to the site

Google Analytics uses this cookie to record the unique visitors to the site, and the frequency of views on each page.

Expires after 2 years

`__utmb`

Google uses `__utmb` to establish and continue a user session and interaction with the site. The cookie will expire if a user spends more than 30 minutes on a page within of your site without navigating to another.

Expires after 30 minutes

`__utmc`

Is no longer used by Google Analytics Java Script to define a session status. Not set

`__utmz`

This cookie is used to distinguish and store information on where end users arrive to the site from. Whether this be directly using your site url or from search / paid media.

Expires after 6 months

`_atuvc`

Cookie used for the 'Add This' functioning for sharing information across social networks.
