



LAH GENERAL DATA PROTECTION REGULATIONS (GDPR) Privacy Notice

At Latin American House (LAH) we respect any personal data you share with us, or that we get from other organisations, and we keep it safe. We aim to be clear when we collect your data, and we will not do anything with it that you would not reasonably expect.

You can contact us at any time to request access to information that LAH holds on you, correct it, delete it and/or restrict further processing of it. For legal reasons we may have to retain some records.

For the above, or for any questions about LAH's collection and storage of data, please contact us at:

Latin American House
10 Kingsgate Place, London NW6 4TA
Tel. 0207 372 8653
Email: info@casalatina.org.uk

These are the principles we follow in order to protect your privacy:

- We do not collect more information than is necessary
- We do not use your data for purposes other than those specified
- We do not keep your data if it is no longer needed
- We do not share your data with third parties, unless we have your consent, a legal or contractual requirement to do so.

We collect information in the following ways:

You may give us your information directly in order to access our services or projects, register for our classes, workshops, events, ask to receive our newsletter, make a donation, or communicate with us.

We may collect your information that is shared with us by other organisations we work with, or through Eventbrite when you sign up to book an event.

We do not collect personal information about you when you visit LAH's website. However, our nursery (Menchú Nursery) has a separate website where people interested in knowing more about it can use a webform which asks for name, phone number and email so that we



can contact them. The above principles to protect your privacy applies to data collected in this way.

We may collect information available publicly, for example, information found in places such as the Charity Commission, Companies House, third party directory sites, or university websites.

1. What personal data we collect and how we use it

The type and quantity of information we collect, how we use, and how long we keep it, it depends on why you are providing it.

1.1. Service users

Legal and Social Advice Services (LESAS) and Reception

The main reason we ask for your information is to help solve your issues. We usually collect the following information which you provide to us:

- Name and date of birth
- Contact information including address, telephone number and email address
- Information such as gender, country of origin or nationality

Depending on what you want help with, we may collect other personal information, for example about family, work, immigration status or sensitive information about your health.

With your permission, we might share your information with other GDPR-compliant organisations to help solve your issue.

If you ask for immigration advice through email you will be asked to provide the above information. We use Google Mail which uses Transport Layer Security (TLS) to encrypt and protect email traffic by default. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We keep your personal data for 6 years after the date of your visit, or from the date your case was closed.

Adult Community Learning

We usually collect the following information which you provide to us:

- Name and date of birth



- Contact information including address, telephone number and email address
- Information such as gender, country of origin or nationality

We will keep your personal data for 2 years after the date you last attended a class or a course.

Children's Education Project (Menchú Nursery and Spanish Saturday School)

We usually collect the following information when a child starts in our Children's Education Project:

- Name and date of birth of the child
- Parents' contact information including address, telephone and email address
- Information such as gender, country of origin or nationality of both child and parents.

We keep your personal data (and that of your child) for 2 years after your child leaves the nursery or Saturday School. We then keep just the name of child, their date of birth and dates the child attended, to ensure we have a historical record. In the case of children with special education needs (SEN), who were funded by the local authority, we are required to keep the full records for 6 years.

1.2. Statistics and feedback

We use some information to create statistics about the users of our services, (and what issues are the most common in the case of LESAS). This information is always anonymised – you cannot be identified. We use anonymised statistical information to write reports to funders, for our publicity, Annual Reports, and to improve our services. If you have used one of our services (for example, LESAS or Employability advice) we ask you to fill in a user feedback form online or on paper after each visit. This information is anonymous – you cannot be identified. In the case of the Children's Education Project, if you are a parent with a child in the nursery or at the Spanish Saturday School, you may be asked to fill in an annual evaluation survey. You have the option of remaining anonymous.

All staff accessing data ensure your information is handled sensitively and securely.

1.3. Communicating with you

We will ensure that we know how you prefer to be contacted, for example, by email, text, phone, regarding your appointment for advice or where we are helping you resolve an advice issue.



We have adopted an 'Opt-in' only approach to communicating information to users of our services and projects about our activities, events, employment and volunteering opportunities, meaning that we will not email you any information unless we have your consent to do so. This does not apply to individuals in organisations, where we have a legitimate interest to include you on our mailing list. We use Mailchimp to send out these communications, including a quarterly newsletter. Mailchimp complies with the GDPR to keep your data safe. You will be able to unsubscribe from these emails at any time.

1.4. LAH recruitment and volunteering

Applicants

If you apply for a job or volunteering position with LAH, we will collect, process and store the information you have sent us for recruitment-related purposes. If you are unsuccessful in your application we will keep this information for one year and then shred it.

Current and former employees

In order to fulfil your employment contract, LAH will need to ask for further personal information. We will need to share some information with our payroll company, with HMRC and our pension provider, NEST. Our payroll company complies with the GDPR and keeps your data safe.

We keep employee records for 6 years after they have left. We keep volunteer records for 2 years after they have left. We do keep a record of the names of people, and the dates when they worked with LAH to keep a historical record.

1.6. Data collected from our website

We do not collect personal data from LAH's website. Our nursery website has a web form for potential parents to register their interest in our nursery. The information you fill in (such as your name, email address and phone number will be processed and stored so that it is possible for us to contact and respond to your request.

1.7. Social media plugins

Being on our website does not automatically result in sharing data on these social media networks. The social media plug-ins remain inactive until clicked. Once clicked, you will be taken to the social media network – Facebook or Twitter. Each one has their own specific privacy policy which you are recommended to consult.



1.8. Data collected from Eventbrite and PayPal

LAH sometimes uses Eventbrite for event management. We may also collect data about you when you register for an event.

We occasionally use PayPal if we charge for an event. We do not directly collect, process or store any information relating to your payment method. For paid events we use PayPal as the payment processor.

2. How we keep your data safe and who has access

We may have records of your data on:

- Email (gmail)
- AIMS database
- Excel spreadsheets
- Word documents
- Scanned documents
- Hard copies (in secure storage cupboards)

2.1. IT systems

When LAH collects information about you, we make sure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures. For example, emails are encrypted, our network is protected and routinely monitored, our computers and laptops are password protected.

2.2. Staffing and internal management

Staff have access to personal information on a 'need-to-know' basis, so for example, highly sensitive data e.g. employment records, are only available to staff with the designated permissions to access and process that data. We have a confidentiality policy that ensures that any hard-copy paperwork is stored away after use in secure cabinets/cupboards.

2.3. Retention and disposal of information

LAH will only keep your personal information for as long as we have consent, a legitimate interest or statutory requirement to keep it. When we come to delete your data we can



permanently erase any digital records we hold on you. Paper confidential records are shredded.

3. Who we share data with and how they protect it

Where we use external companies to collect or process personal data on our behalf, we ensure that they manage the personal data they collect or have access to in compliance with the GDPR. Some of our suppliers e.g. Google Non-Profits and PayPal, run their operations outside the European Economic Area (EEA). Although they may not be subject to the same data protection laws as companies based in the UK, we only use them if they can provide a similar level of protection to UK data protection law.

You can read Google's privacy policy here:

<https://policies.google.com/privacy?hl=en-GB&gl=uk>

You can read Mailchimp's privacy policy here:

<https://mailchimp.com/legal/privacy/>

You can read Local Giving privacy policy here:

<https://localgiving.org/privacy-policy>

You can read NEST's privacy policy here:

<https://www.nestpensions.org.uk/schemeweb/nest/nestcorporation/privacy-policy.html>

You can read Eventbrite's privacy policy here:

https://www.eventbrite.co.uk/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy

4. Emailing Latin American House directly

We use Google mail which uses Transport Layer Security (TLS) to encrypt and protect email traffic by default. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

You have the right to request access to the information we hold on you. You can request this by contacting us: info@casalatina.org.uk



We will only retain your information for as long as we have a legitimate interest in doing so, or a legal or statutory requirement to keep it. If at any point you wish LAH to correct or delete information about you, you can simply contact us on the email above. If we are unable to comply with your request for legal or statutory reasons, we will let you know.

You can unsubscribe from our mailing list so that you do not receive our newsletter and updates at any time. You can ask us to stop processing your data where we do so based on legitimate interest and for purposes of historical research and statistics.

5. How to complain

If you feel that LAH has breached its duties towards you under GDPR you can make a complaint directly to the Information Commissioner's Office <https://ico.org.uk/concerns/>

Reviewed June 2019

Next Review June 2020