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**Privacy Notice – Last updated: 28/11/2017**

Your privacy is important to us, so we want to tell you:

* What information we collect and when
* Who is collecting the information
* How we collect the information
* How we use the information you provide
* Who the information will be shared with
* How we manage the information
* How you can access the information we hold

Please note:‘we’ or ‘us’ refers to the M3 Project Ltd.,Suite 2, St John’s Court, Bacup Road, Rawtenstall, Rossendale BB4 7PA. Registered Charity No. 1154113.

**What information we collect and when**

We collect information from you when you contact the M3 Project so you can access the services we provide.

Any information you provide will only be used for the purpose it was provided for e.g. if you provide your email address to receive the newsletter, it cannot be used for any other reason.

Information includes some or all of the following personal data:

* Email address
* Contact phone details
* Correspondence address
* Other personal data, such as your name, education, income, previous addresses to complete an assessment of your needs
* Sensitive personal data such as health conditions, religion, sexual orientation and ethnic origin.

PLEASE NOTE: under GDPR (General Data Protection Regulation) from 25th May 2018 this will be known as *special categories of personal data*

Information is collected when:

* You fill in a paper or on-line form
* You provide your details over the phone
* You communicate with us via social media such as Facebook and Twitter
* You complete a consent form in relation to your story and/or photograph
* You subscribe to the newsletter
* You request a fundraising pack from us
* You apply for a job with us
* You volunteer for us

**Who collects the information**

The information is collected by M3 Project Ltd (Data Controller)

**How the information is collected**

Information is collected in the following ways:

* Face-to face
* By phone
* Electronically through on-line forms

**How we use the information**

We use the information:

* To enable you to access our services and provide relevant support and information
* To provide information to Government bodies and funders as required to receive funding
* To monitor fair access to our services
* To monitor the number of supporters
* For recruitment purposes
* To progress volunteering opportunities within our service
* To send out fundraising information
* To process donations

**Who the information will be shared with**

It is sometimes necessary to share the information you provide.

When you give us information, we will always tell you if the information will be shared with any third parties and who those third parties are.

Third parties are usually other organisations such as Local Councils, Social Services and Social Landlords.

We will not share your information unless you give your consent, however, your consent will help us to provide the right service(s) to you.

**How we manage the information**

M3 project is committed to complying with the requirements of the Data Protection Act 1998.

We have a Data Protection Policy which all employees, volunteers, partners or other servants of the project must observe and abide by.

We manage the information by:

* Only collecting information needed to provide services, process payments, meet the requirements of our funders, analyse trends and monitor our services for fair access
* Keeping all information stored securely with password access to systems
* Keeping information for a specific time. Personal details will be kept for 6 years and then removed. There may be a legal requirement to keep some information for a set period of time which is longer than 6 years
* Providing contact details so you can let us know if there are any errors in the information we have about you

**How you can access the information we hold**

You have the right to ask for a copy of information we hold about you. This is known as a subject access request.

If you want to access this information you need to contact us by email at [info@rossendalem3.org](mailto:info@rossendalem3.org), by phone 01706 216600 or by writing to M3 Project Ltd., Suite 2, St John’s Court, Bacup Road, Rawtenstall, BB4 7PA