



This privacy policy is for the charity More Than A Shelter Windsor and governs the privacy of all users who choose to use it.

The policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the charity, the website and website owners.

For the purposes of this policy, 'us', 'we' and 'our' refer to the More Than A Shelter Windsor (MTaS).

Who We Are

MTaS is part of Windsor Christian Action (WCA) charity that exists to serve individuals who are homeless or vulnerable through the provision of accommodation and food during the coldest months of the winter. WCA is registered as a Charitable Incorporated Organisation 1154308. We are registered to the address Windsor Baptist Church, Victoria Street, Windsor, SL4 1EH.

What Data We Collect

MTaS collects personal data for a variety of reasons such as giving records from individual supporters, communication preferences, and individuals accessing our services.

Depending how you interact with us, we may process data for the following reasons:

- For internal administrative purposes, and to keep a record of your relationship with us
- To manage your communication preferences
- To communicate our latest publicity materials, events and campaigns, if you have chosen to receive such information
- To record personal details provided during conversations with MTaS services.
- To make links with relevant partner agencies to provide additional support or accommodation
- For transmission to statutory bodies if legally required to do so
- To process job applications and volunteer placements



What Information We Collect and By Which Methods

Supporters

- Your full name
- Your chosen contact details – including your postal address, telephone number, and email address
- Preferred method of communication
- Bank details (if making a financial transaction/donation)
- Donation history
- Gift aid details
- Records of communication between yourself and MTaS
- Other information you share with us

Staff/Volunteers

- Your full name
- Your date of birth (if applicable)
- Your contact details – including your postal address, telephone number, and email address.
- National Insurance number (if applicable)
- ID Documents (Passport/ Driving License if applicable)
- Next of Kin
- Enhanced CRB (if applicable)
- Bank details (for payroll and expenses)
- Donation history (if applicable)
- Gift aid details (if applicable)

Individuals accessing our services

- Your full name
- Your date of birth
- Records of your engagement with MTaS services
- Historical and current records of engagement with third party services

We may need to collect sensitive, personal data about individuals. This includes information about health, religion, sexuality, gender identity, ethnicity and criminal records. We only record information if we gain your consent, or unless we have a legal obligation to do so and will only keep this information where it is relevant to your interaction with us.

This information may be collected by a variety of methods. including:

- Physical forms
- Telephone conversations or face-to-face interactions



- Digital forms via our website and email communications
- Third party companies such as Virgin Money Giving, Paypal etc...
- Communication through social media channels

Our Basis for Processing

Opt-in consent

We will only communicate with you, process, and retain your data if you have given your consent by post, email, telephone, in person, or by completing a form on our website. We may, under certain circumstances, need to contact you by post, email or telephone if we have a legitimate reason to do so.

These circumstances may include:

- If you make a donation, we will send you a personalised thank you letter with information about how your donation will make a difference
- If we are concerned that the contact details we hold may be incorrect or out-of-date
- If a donation you have made cannot be completed due to missing or incorrect payment details.
- If we need you to cover volunteering shifts at the shelter

If you have chosen not to receive further communications or have provided contact preferences, we will not contact you by any channel if you've asked us not to. You may change your preferences any time by contacting us by phone, post or email.

Legal obligation

Processing of some data is necessary for a contract you have with MTaS. Some examples may be: in the completion of gift-aided transaction in which we must transfer data to HMRC; or in direct guest support wherein MTaS must communicate and share data with local authorities and partner agencies.

Vital interests

MTaS will process and share personal information with local authorities and connected agencies to ensure the safety and well-being of all individuals accessing our services or attending any of our venues.

What Do We Do with Your Data?

Fundraising

- Process donations you make to MTaS, including Gift Aid
- Keep records of your communication with us, for example publicity materials we may have sent you, donations you have made or any concerns you may have had



- Keep you up to date on news about our work and stories from our service users
- Make appeals for financial support, gifts of clothing/food/etc..,
- Share volunteering/employment opportunities with you
- Provide personalised postal or email communications based on your preferences
- Consider whether you may be interested in and able to support us with a larger gift – financially or through your expertise. This may involve looking at publicly available information about you, through research carried out in house
- Communicate with you in your professional capacity, for example as a local/national business representative, head teacher, local government official or religious group leader, to talk about supporting our work

Volunteering/employment

When applying for a position with us, either in a paid or voluntary capacity, MTaS will process your data for the following purposes:

- To complete reference checks, qualifications checks, criminal referencing, and to verify your information
- To make the employment/volunteering opportunity possible. This includes sharing sensitive data, such as medical information, with our partner(s) for your safety and that of our beneficiaries
- To process payroll information and expenses claims

How We Protect and Store Your Data

Users providing their personal data to MTaS, do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use, as defined by General Data Protection Regulation 2018. Every effort is made to ensure safe and secure storage of information by means of bespoke database systems, digital protection and procedures for the collection, processing and sharing of personal data.

Unfortunately, usage of the internet is never absolutely secure, but we promise to all users who provide their information that reasonable steps have been taken to maintain the safety, usage and accuracy of all data.

Any Changes You Would Like to Make

As the owner of your personal data, you may do the following at any time:

- Ask us to delete your personal data
- Request changes to how we store and process your data



- Ask for a digital or printed or digital copy of the information held about you
- Change the types and methods of communication we have with you
- Make a complaint about how we have contacted you and our reasons for doing so

If you would like to request, amend, or delete the personal information that we hold, please contact us by any of the following methods:

By email: morethanashelter@outlook.com

By telephone:

By post: More Than A Shelter Windsor, Victoria Street, Windsor SL4 1EH

The Website

This website and its owners take a proactive approach to user privacy and ensure the appropriate steps are taken to protect the privacy of its users throughout their visiting experience. This website complies to GDPR requirements for user privacy.

This website uses cookies to better the users experience while visiting the website.

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server, to provide the users with a tailored experience within this website.

Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive, they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information [<http://www.google.com/privacy.html>].

External Links

Although this website only looks to include quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout this website.

The owners of this website cannot guarantee or verify the contents of any externally linked website despite their best efforts. Users should therefore note they click on external links at their own risk and this website and its owners cannot



be held liable for any damages or implications caused by visiting any external links mentioned.

Social Media Platforms

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. This website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Shortened Links in Social Media

This website and its owners through their social media platform accounts may share web links to relevant web pages. By default some social media platforms shorten lengthy urls [web addresses] (this is an example: <http://bit.ly/zyVUBo>).

Users are advised to take caution and good judgement before clicking any shortened urls published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine urls are published many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.