



PRIVACY STATEMENT

Name	Privacy Statement
Version	v1.0

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1. Introduction

- 1.1. The Turnaround Project is committed to maintaining high standards of privacy and data protection for our stakeholders and those we work with. This privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you.
- 1.2. We have aimed to provide this information concisely and in clear language. It won't cover the full detail of each of our fair processing activities, but if you need further information or want this notice to be provided in an alternative format, please contact us.
- 1.3. Please note that there is a separate Staff Privacy Notice for members of the Turnaround Project staff and job applicants.

2. Personal Data we collect

- 2.1 We collect personal data in the following ways:
 - business contact information such as your full name, email address, job title and any organisations that you are associated with.
 - records of your registration and attendance at events, such as seminars and other formal meetings that we organise or host.
 - records of your contact and activities with us, including emails, notes from phone calls and face-to-face meetings.
 - records of any subscriptions to email bulletins.
 - photographs, video and/or sound recordings of events and projects sessions for use in printed and electronic media, for promotional and archival purposes.
 - if you apply for a job with The Turnaround Project we collect your personal contact details and employment history, as well as equality monitoring information and unspent criminal convictions (where applicable) in completing job applications and pre-employment checks. Please see the Staff Privacy Notice.

3. How we collect your Personal Data

- 3.1 We collect personal data from you:
 - When you register to attend an event
 - When you subscribe to any email bulletin services
 - When you participate in any of our work as a volunteer
 - When you purchase any services or products from our enterprises

- When you contact us for advice or support
- When you contact us to apply to join The Turnaround Project
- When you attend any of our events or activities
- When you apply for a job with us

4. How we use your Personal Data

4.1 We use your personal information to:

- manage registration and attendance at training and events
- provide digital products and services such as email bulletins
- maintain records of services, advice or support that our staff have provided to you
- provide information to accredited training awarding bodies such as ILM (Institute of Leadership and Management) or TQUK (Training Qualifications UK) where required. We are an approved training centre for the ILM and TQUK awarding bodies

5. The lawful bases for our processing of your Personal Data

5.1 We use the following lawful bases to process personal data:

- Where it is in our legitimate interest to provide confirmations or updates about products or services we provide you with, such as fulfilling your request to attend events, participate as a volunteer, or help you with advice and support.
- Where it is in our legitimate interest to provide our organisation membership service by keeping business contacts informed about membership, the achievements of the organisation, and opportunities to support it.
- Where you have subscribed to receive an email bulletin. You can unsubscribe at any time by contacting us.
- Where we have legal obligations under UK or EU law, such as fraud prevention, the exercise of consumer rights, and under equal opportunity responsibilities.

6. Sharing your Personal Data

6.1 We do not share your information with any third parties for the purposes of direct marketing. We may use data processors who are third parties who provide some services for us (for instance, survey platforms).

6.2 We will have contracts in place with any data processors which limit the purpose of the personal data that has been shared with them to providing the service and acting only on our instructions, and they will be bound to confidentiality in doing so.

- 6.3 In some circumstances we may be have a legal obligation to share information for law enforcement purposes, such as to cooperate with investigations or in line with a court order.
- 6.4 In any other case where we have obtained your consent in order to share your information with named third parties.

7. Your rights under Data Protection Laws

- 7.1 The General Data Protection Regulation provides the following rights to you:
- The right to be informed about the processing of your personal information
 - The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
 - The right to object to processing of your personal information
 - The right to restrict processing of your personal information
 - The right to have your personal information erased (the “right to be forgotten”)
 - The right to request access to your personal information and to obtain information about how we process it
 - The right to move, copy or transfer your personal information (“data portability”)
 - Rights in relation to automated decision-making which has a legal effect or otherwise significantly affects you
- 7.2 We are committed to upholding your rights. You can contact us for further clarification or any concerns you have regarding your personal data that we hold by contacting the Director of the Turnaround Project:
- by emailing: richard.good@theturnaroundproject.org ;
 - by telephoning: 028 9064 1604 ; or
 - by writing to: The Turnaround Project
Hydebank Wood College
Hospital Road
Belfast
BT8 8NA.
- 7.3 You also have the right to lodge a complaint with the Information Commissioner’s Office which enforces data protection laws: <https://ico.org.uk/concerns>.

8. Data security and retention

- 8.1 We minimise the amount of personal data we keep about you and the period of time we hold it for.
- 8.2 In some cases, we retain records for the length of time that we are legally obliged to do so (for example, invoices, payment information, job application and monitoring information, minutes of general meetings and trustee

decisions). In other cases, we apply our retention schedule when we no longer require personal data and ensure its secure deletion or disposal.

8.3 We make sure that we don't collect more personal information than we need in order to carry out our activities and review our practices regularly.

8.4 When we use third party services and cloud services to process personal data we will take due diligence to make sure that they are reputable and have appropriate data protection practices.