

**KFR**www.kfr.org.ukrefurbishing furniture
reviving communities

KFRWiltshire

Data Protection and Retention Policy.

Our contact details

Name: Kennet Furniture Refurbiz Ltd (KFR)
Address: Unit 6B (5)
Hopton Park Industrial Estate
Devizes
Wiltshire SN10 2EU
Phone Number: 01380 720200
E-mail: info@kfr.org.uk
Date of Policy: 17th January 2024, replacing the Data Protection Policy of April 2021

The type of personal information we collect

Personal information is any information that can be used to identify a living person.

We collect and process the following personal information:

- Name
- Address
- Contact details, such as phone numbers and email addresses
- The application of Gift Aid, where the person has given us such permission
- The date the information was provided

How we get the personal information and why we have it

All of the personal information we process is provided to us directly by the owners of that personal information (otherwise known as the data subjects) for one or more of the following reasons:

- To enable us to collect and deliver household items from supplied addresses
- To enable us to claim Gift Aid from eligible donors
- To enable us to send information and newsletters about our services
- Any relevant information supplied to us by local government, charity or support group asking for our services to be executed on their behalf.

We use the information that we have been given so that:

1. We operate within the requirements of Data Protection legislation. A summary of Data Protection principals are i) lawfulness, fairness and transparency ii) purpose limitation. iii) data minimisation iv) accuracy v) storage limitation vi) integrity and confidentiality (security) vii) accountability. Further information can be found on the government website www.gov.uk/data-protection.

2. The lawful basis that we rely upon for processing this information is the consent of the data subject. The data subject is able to remove their consent at any time and can request this by contacting us by telephone (01380 720200) or by email to info@kfr.org.uk.
3. We can perform a public task on behalf of a local authority, another registered charity or support group.

How we store the personal information

Personal information is securely stored within our database at our address shown above.

We do not hold any personal information for more than two (2) years, except where Gift Aid has been agreed, in which case we do not hold the information for more than six (6) years.

Data Protection rights

Under Data Protection law, data subjects have certain rights, including in particular:

The right of access	The right to ask for a copy of the personal information we hold
The right of rectification	The right to ask us to rectify personal information that is inaccurate; this includes the right to ask us to complete information that is incomplete
The right of erasure	The right to ask us to erase and permanently remove personal information from our database

When a request is made to us regarding one or more of these rights, we have one month from the date of receipt to respond. No charge is payable for exercising these rights.

Data breach

In the event of a data breach, each data subject will be contacted by email or telephone to explain what has happened and the action being taken to remedy the breach.

How to complain

If a data subject wishes to complain about our use of their personal information, then the complaint should be sent to us at Kennet Furniture Refurbiz Ltd, Unit 6B (5), Hopton Park Industrial Estate, Devizes, Wiltshire SN10 2EU.

If a data subject is dissatisfied with how we have used their personal information, or with how we have handled their complaint, then they can also complain to the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Further information can be found at the Information Commissioner's Office website at ico.org.uk or via their helpline 0303 123 1113.

Responsible KFR Officer: Daniel Thompson (General Manager)

Approved by the Board: 17th January 2024

Policy Review: 2 years from Board approval