

## **Order of Malta Volunteers Privacy Statement**

The Order of Malta Volunteers (“the OMV”, “We”, “Us”), is a charity registered in England and Wales with charity number 1164242. Its registered address is 13 Deodar Road, London, SW15 2NP.

The OMV is committed to protecting your privacy. When you interact with us by phone, mail, in person or online, we sometimes receive personal information about you. This policy tells you about how we collect, use and store your personal information. Please read this policy carefully to understand how we collect, use and store your personal data. If you have any queries about our privacy policy, please contact [secretary@omv.org.uk](mailto:secretary@omv.org.uk).

Our privacy policy takes into account several legal instruments, including:

- the Data Protection Act 1998
- the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by The Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011 (and any subsequent legislation)
- the General Data Protection Regulation (“GDPR”), which takes effect in the UK from May 2018.

### **How we collect information about you**

We may collect and store information about you whenever you interact with us. For example, when you volunteer with us, join us as a hospital guest on our activities, make a donation, buy a ticket to the White Knights Ball, sign up to receive our magazine or otherwise give us any other personal information.

We may also receive information about you from third parties, such as Justgiving, for a specific purpose – but only if you’ve given them permission to share your information.

We may also collect information through cookies on our website.

### **What information we collect**

When you interact with us, we may ask you to give us your name, address, email address, telephone number and other personal information (including, for example: information in relation to your health where relevant; passport details where necessary; travel insurance details; occupation; and next-of-kin details). Your date of birth and relevant medical information will only be collected if appropriate, for example to register as a volunteer or guest. We may also ask for details relating to donations, gift aid and other payments where these are necessary.

Our website also collects information, which can include your IP address, browser, domain names and access times.

## **How we use your information**

The OMV will collect data from you to manage your volunteer activity with us, manage your participation as a guest during our activities, process your donation or send you our newsletter. We may also contact you in the manner set out in this Statement in order to keep a record of your relationship with us and to comply with our administrative duties, financial regulations and the law.

Personal details collected in this way will only be used to provide you with information you would reasonably expect or have agreed to, in accordance with this Statement.

We promise to comply with our duties under the legislation to keep your details secure. We will only share them with suppliers or professional agents working on our behalf. For events run in conjunction with other Order of Malta organisations internationally, such as the International Holiday Camps, we will share details with them only as required for managing your participation in these events.

When we receive your data, we will store them in our Cloud database, hosted by Zoho EU. This database may only be accessed by certain OMV volunteers and always via a secure password.

Volunteers may be given access to your data on the Cloud, as necessary, to enable your participation in the activities of the OMV. For example, medical volunteers and the volunteers responsible for your particular group may be given access to your personal medical details to ensure your safety and enjoyment of your activities with the OMV.

When you take part in our holiday camps, it may be necessary for us to print off copies of your personal information (including medical information) for the purpose of taking this information with us on location and ensuring that it is available for consultation, again for your health and safety. When we do this, we will ensure that any such documents are stored securely and are accessible only to appropriate volunteers who require this information. We may also transport your information in encrypted form on a device, such as a memory stick or laptop, where necessary.

We may use the details you give us to contact you, unless you ask us not to. We will contact you to provide information about future activities in which you could participate or about fundraising opportunities. If you have given us your postal address, email or phone number and would prefer not to be contacted by these means, you can email us at [secretary@omv.org.uk](mailto:secretary@omv.org.uk).

## **Your consent**

The legal basis on which we rely for processing your data will be at least one of the following:

- You have provided your consent to us using your data in a certain way.
- Such processing is necessary for us to comply with a legal obligation to which we are subject.
- It is in our legitimate interests to process your data, e.g. in order to process donations and administer the charity, provided this is not unwarranted by reason of prejudice to you. (Our legitimate interest in such cases is to raise funds in pursuance of our charitable purposes. When we process your personal information for our legitimate interests, we make sure that we consider and balance any potential impact on you, both positive and negative, and your rights under data protection laws. We will not use your personal data for activities where our interests are overridden by the impact on you unless we have your consent or are otherwise required or permitted to by law.)

By giving us your personal information, including sensitive personal data such as information about your health, you consent to us collecting and using that information in the ways that we describe in this Privacy Statement and/or in other ways to which you have specifically consented.

## **Transfer**

You also consent to us transferring your information, if necessary for any of the above purposes, to countries or jurisdictions which may not provide the same level of data protection as the UK. This may include, for example, your participation in international Order of Malta activities outside the EEA, such as the international Holiday Camps or the OMV's regular activity in Lebanon. If we do transfer your information in this way, we will comply with our legal obligations as a data controller under the Data Protection Act 1998 and GDPR; and we will put in place a contract with any company we use to process information to ensure that your details are properly protected.

We may allow consultants and/or external providers acting on our behalf to access and use your information for the purposes for which you have provided it to us (e.g. to deliver mailings, to analyse data and to process payments). We only provide them with the information they need to deliver the relevant service; and we make sure your information is treated with the same level of care as if we were handling it directly.

We will not share, sell or rent your information with/to third parties for marketing purposes.

## **Marketing Consent**

We will only send you marketing information by e-mail, SMS/text, post or phone if you have given us specific consent. We will contact you for the following purposes: to give you information about forthcoming fundraising events, like the White Knights Ball, or to support the work of the OMV or the British Association of the Order of Malta ("BASMOM"). If you withdraw your consent and then subsequently opt in, then your most recent preference

may supersede such withdrawal. We will not contact you if you list your name and telephone number(s) with the Telephone Preference Service.

You can opt out of us using your personal details for marketing at any time by emailing [secretary@omv.org.uk](mailto:secretary@omv.org.uk).

### **How we protect your personal information**

We aim to take appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date and that we only keep it as long as is reasonable and necessary.

Although we use appropriate security measures, once we have received your personal information the transmission of information over the internet is never completely secure. We do our best to protect personal information. We cannot, however, guarantee the security of information transmitted to our website. Therefore any transmission is at the user's own risk. An exception to this is credit card details sent to our website which are passed securely to our payment processing partner, in accordance with [the Payment Card Industry Security Standards](#).

We encourage you to review the privacy statements of any websites to which you connect from our website so that you can understand how those sites collect, use and share your information. We are not responsible for the privacy statements or other content on sites beyond our own website.

### **How long we keep your data**

We will keep your personal data for no longer than is necessary for the purposes for which it is processed.

If you ask us not to contact you any more, we will keep some basic information about you on our suppression list in order to avoid sending you unwanted materials in the future.

### **Your credit card information**

If you use your credit card to donate to us, buy something from us or make a booking via our website, we pass your credit card details securely to our payment processing partner as part of the payment process. We do this in accordance with the Payment Card Industry Security Standards. We do not store any credit card details on our website.

### **Volunteering**

If you apply for a volunteering opportunity with us, we will use the information you give us to assess your suitability for the role. If we want to disclose information about you to someone outside the OMV, we will make sure we tell you beforehand, unless we are required to disclose this information by law.

We will hold your personal information for 36 months after the volunteering opportunity you have applied for. After this date we will destroy or delete your information.

### **OMV Archive**

The OMV holds an archive which records guest and volunteer attendance at OMV activities. This helps us maintain an historical record, verify members of the Facebook alumni group and provide aggregate data about our volunteer and guest profiles. All data are stored securely. Only the OMV Archivist has access; and any personally identifiable information is released only at the request of the data subject himself/herself.

### **How to find out what personal information we hold about you**

You can request details of the personal information we hold about you under the Data Protection Act 1998 and the GDPR. If you would like a copy of the information we hold on you, in the first instance please email us at [secretary@omv.org.uk](mailto:secretary@omv.org.uk) - or write to the OMV Secretary at 13 Deodar Road, London SW15 2NP.

### **How to change the personal information we hold about you**

If you want to update the information we hold for you or if you think any information we hold about you is incorrect or incomplete or if you wish us to delete the information that we hold about you, please get in touch as soon as possible. You can contact us at: [secretary@omv.org.uk](mailto:secretary@omv.org.uk) - or by writing to the OMV Secretary at 13 Deodar Road, London SW15 2NP.

Please let us know if you have any queries or concerns about the way that your data are being processed by contacting us on the details above. You are also entitled to make a complaint to the Information Commissioner's Office. For further information see the Information Commissioner's guidance at <https://ico.org.uk/for-the-public/personal-information>.

Our Privacy Statement may change from time to time. Please check this page occasionally to see if we have included any updates or changes and that you are happy with them.

January 2018