

# Time4Leicestershire Privacy Policy

This privacy policy sets out how Timebanking UK (TBUK) uses and protects any information that you give TBUK when you use this website. Timebanking UK is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

TBUK may change this policy by updating this page. You should check from time to time to ensure that you are happy with any changes.

For the purposes of the Data Protection Act 2018, the data controller is Timebanking UK, The Exchange, Stroud, Gloucestershire, GL5 1DF, UK. The information you provide will be held in accordance with current Data Protection Legislation and may be used by TBUK and its agents, in this case, time banks who have signed up for TBUK membership and are using the software provided by TBUK, to supply the services which you have requested.

The Time4Leicestershire scheme is facilitated by the Public Health Department within Leicestershire County Council (LCC) for the benefit of its residents. The Time4Leicestershire website is hosted by TBUK on behalf of LCC.

## Why are we allowed to process your information?

Data protection law allows us to process the information you provide within certain conditions. In this case we are using your consent as the lawful condition for us to do this. We also need an appropriate lawful reason to process sensitive data. In this case we are using your explicit consent as the lawful condition for us to do this.

## What we collect

Although Timebanking UK will not directly collect any data for its own purposes, agents of theirs, in this case, Time4Leicestershire, may collect the following information:

- Full name, date of birth, chosen username and password
- contact information including email address, telephone contact and postal address
- demographic information such as exchange preferences and interests (which are optional)
- other information relevant to the running of specific time banks

We would also like to collect ethnicity data; however, this is entirely optional, and you do not have to provide us with this information.

## What we do with the information we gather

Our agents require this information so that they can understand your needs and provide you with a better service, and particularly for the following reasons:

- to enable you to post exchange offers and requests through the service
- for internal record keeping
- we, and our agents, may use the information to improve our products and services to you including optional feedback through evaluation of the service you have received.
- we will use anonymised data for statistical purposes, including, but not limited to, numbers of time bank members using the system, types of exchange and how many hours have been exchanged – as displayed on the home page of timebanking UK
- we may directly contact members in extreme circumstances during the time they are part of the system, if we deem there is an emergency or there is an issue with the data retention.

We may also contact members directly if there is a change to this policy or service terms and conditions

## Who will we share this with?

Sometimes we need to share your information with others. We will only do this when it is necessary in order to offer you this service, or if we are required to do so by law. We do not plan to share it with anyone else or use it for anything else.

## Where we store your personal data

The data that we collect from you will currently be stored in the European Economic Area (“EEA”). Currently, it will be processed by members of Timebanking UK, the developers of the software and in rare circumstances by staff at the database hosting company. This means that it may, occasionally, be processed by staff operating outside the EEA who work for suppliers. In such cases, we rely on the vetting process of our partners. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on secure servers. Where we, or our agents, have given you (or where you have chosen) a username and password which enables you to access certain parts of our site, you are responsible for keeping this information confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. For the purposes of this service we will keep this information whilst a member is a part of the scheme. If you wish to leave the scheme, you can do this at any time by contacting your local time banking agent and details of ceasing membership with the scheme are contained within the members handbook

## What if something changes?

If the information you provided changes, or your circumstances change you can amend this within your personal profile or contact your local timebanking agent. If we need to change something for example, who we want to share this information with, we will contact you to let you know.

## Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we, and our hosting company, have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## Links to other websites

Our website may contain links to other websites of interest. However, you should note that we do not have any control over those websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed

by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## Controlling your personal information

We will never sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. Our agents may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen. You may request details of personal information which we hold about you under the Data Protection Act 2018. If you would like a copy of the information held on you please write to the address shown on our contact page. If you believe that any information we are holding on you is incorrect or incomplete, please write to or [email us](#) as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

## Your rights

You may request to see a copy of the personal information we hold about you. The law also provides you with other rights regarding your information including some around; correction of inaccurate data, objection to processing, moving your information to somewhere else, and in some cases, getting your information deleted. If you are unhappy with the way your data is being handled or if you need to contact your local time bank agent. If you are not satisfied with any response you may receive from us based on a complaint or concern about your personal information, you then have the option of contacting the Information Commissioners Office to take that complaint further. The Information Commissioners Office does like to see that you have raised a complaint with the agent first and received a response before contacting them. If you do wish to contact them, the address details can be found below:

The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF  
Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

Website: [www.ico.org.uk](http://www.ico.org.uk)

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## Access to information

The Data Protection Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

## Contact us

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to us by [email](#) or by writing to us at the address on the [contact us](#) page.