

## Screen Share UK Privacy and Data Protection Policy

### Introduction

As an organisation with data handling at the core of its process, Screen Share UK takes privacy and data handling incredibly seriously. This document sets out exactly how we respect the right to privacy, and how we adhere to the principles and laws related to General Data Protection Regulation ([GDPR](#)).

This document is prepared for everyone who comes into contact with Screen Share UK - our volunteers, referral partners, service users, donors (of technology and otherwise) and those who entrust us with their data for the purposes of digital marketing - and explains when and why we collect personal data, how we use it, the conditions under which we may disclose it to others, and how we keep it secure. Please read it carefully and contact us if you have any questions or concerns by emailing [info@screen-share.co.uk](mailto:info@screen-share.co.uk).

### Who are we?

This privacy policy is written by Screen Share UK, referred to as “we” throughout this document. We are a community interest organisation registered in England and Wales (Company number 13288663).

Screen Share UK is a social initiative whose vision is to address the harm done by digital exclusion in the education journeys of young refugees through repurposing used laptops and distributing them across the UK.

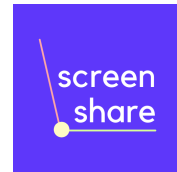
### How do we collect information from you?

We obtain personal information from you when you contact us directly through our website, on social media, through our donation or referral forms, when making a financial donation to Screen Share UK, donating your tech to Screen Share UK, or otherwise provide us with personal information. We may also receive information about you from third parties; for example, from another organisation referring you to our services or from a mutual contact who wants to introduce you to us.

### How do we keep your information safe?

Screen Share UK protects your personal information through physical, electronic and managerial measures, including:

- Keeping the amount of personal information we have about you to a minimum, by only asking for information that is relevant to your reasons for contacting us and erasing it when we no longer have a valid lawful basis for keeping it.
- Limiting who can access your information to as few team members as possible
- Ensuring that all of our electronic storage is secured and encrypted where possible.
- Keeping hard copy information to a minimum and disposing of it securely when necessary.
- Using third party processors (such as the companies who process donations for us) who are GDPR compliant (and incorporating their privacy policies in this document).



- Training all staff to understand and work in line with our commitment to protecting your data, including asking them to sign a volunteer agreement which adheres to this policy.

## What type of information is collected from you?

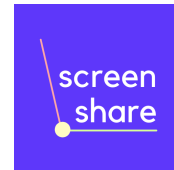
**Technology Donor:** The personal data we collect from you as a donor of technology, such as a laptop or a tablet, may include your name, address (when collecting a laptop), email address, and phone number. We may also collect information about the specification of your donation – including its make and model – in order to assess its suitability for our donation recipients. When you visit our website, we may collect information such as your IP address. We do not intentionally or knowingly collect sensitive personal data (as per GDPR) from donors and we ask that you do not seek to do so. If you intentionally or inadvertently provide such data to us, through a device donation or otherwise, it will be processed according to the GDPR and the DPA 2018.

We will also receive any data which you have retained on your device. We strongly recommend that donors remove any data from their device before they donate it. If you choose not to wipe it of personal data or remove any hardware which can hold data before you donate it, we will wipe it to factory settings upon receipt and then destroy it through one of our technology partners, who are fully accredited and provide certificates of destruction. You agree to entrust us with the data on your device in the interim by selecting ‘Yes’ to the waiver release notice when you submit the form to [donate your laptop](#). All care is taken to protect any data you have decided to retain on your donated devices.

You can read more about how we suggest you manage your data, the partners we use and our process in Appendix 1 (see below). All of our technology partners are verified and have accreditation and certification of ISO14001, ISO27001 and ADISA.

**Volunteer:** The personal data we collect from you as a volunteer may include your CV, employment history, DBS, contact details or home address. People who are interested in volunteering with us are invited to complete an enquiry form. The form asks for personal information including your name, contact details, age and geographical location. We use the information to assess the suitability (such as skill set and geographical location) of potential volunteers for a mentoring role. The information will be kept for 3 years after the date of submission and will be used only within Screen Share UK. Your information will not be shared externally (unless, for example, to arrange a collection or drop-off a donation, in which case we may share your contact details or location with your consent).

**Financial Supporter** The personal data we collect from you as a supporter may include your email address, social media handles, phone number. Your bank details will be collected and stored by the third-party platforms we use (eg. Paypal, JustGiving, GoFundMe) and their privacy policies are listed below.



**Referral Partner:** The data we may collect from you may include the name, location, contact details for your organisation. By referring an individual or household to our services, we will also be collecting your referral's name, postal address, telephone number, email address, age, skills, living circumstances and other relevant information you want to share.

**Service User:** If you self-refer and request technology or training from us, we may collect personal data such as your name, age, immigration status, employment/education status, email address, phone number, home address. At every stage of our interactions with you, we only ask for information that is relevant to give you the help you need. You do not have to give us any personal data if you don't want to. We won't share your information with anyone without informing you or seeking your permission, unless we are required to do so by law or for your own protection.

### **How do we use your personal data?**

We will use your personal information:

- to provide you with the information, services or training information you have requested;
- to deliver our services to any individuals you may have referred to us;
- To deliver our services to you as an individual if you have self-referred to us;
- to create a record in our database for you if you register to stay in contact with us;
- for administration purposes;
- to further our charitable aims, including for fundraising activities if you consent to receive them.
- for the establishment, exercising, or defence of legal claims, or for the potential establishment, exercising, or defence of legal claims;

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

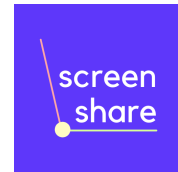
We keep our retention periods for personal information under review. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract or agreement you hold with us. We routinely update our data to ensure those who are not engaged in our work are removed.

### **Who has access to your information?**

We will not share your personal information with any third parties for them to use for their own marketing purposes. However, we may disclose your personal data if required to do so by law. We may share your information across our team of volunteers; for example, we may share your address with a Runner volunteer to pick up your donation. We hold this data only for the purposes intended and agreed.

### **Who do we share your data with?**

When we use a third party processor, for example Mailchimp or Survey Monkey, your personal data may be transferred outside the European Economic Area (EEA). It will only be transferred to countries that have been identified as providing adequate protection for EEA data (like New Zealand), or to a third party where we have approved transfer mechanisms in place to protect your personal data, for example by



entering into the European Commission's Standard Contractual Clauses, or by ensuring the entity is Privacy Shield certified (for transfers to US-based third parties). For further information please contact us.

We also use the following third-party platforms – whose relevant Privacy Policies, which are included below, are hereby incorporated by reference – for administrative purposes:

**MailChimp:** Our mailing list is managed by Mailchimp who process and store the personal data you have provided. Click [here](#) to read Mailchimp's privacy policy. You will remain on the mailing list until you unsubscribe. You can unsubscribe by clicking 'unsubscribe' at the footer of one of our emails, or by contacting our privacy team.

**Google Suite:** We use the Google Suite of products generally for file storage and management of our organisational documentation. We do all back office administrative work here including receiving requests for support, organising donations and managing queries. You can see their privacy policy [here](#).

**Google Analytics:** When you visit our website, we use Google Analytics to allow us to track how popular our site is and to record visitor trends over time. This enables us to improve the way we communicate about our work. Google Analytics uses cookies, which are stored on users' computers, to generate statistical information. The information collected through cookies is not personally identifiable and is stored by Google. Google Analytics will automatically delete user and event data that is older than 26 months. Click [here](#) to see their privacy policy.

**Wix.com:** We use Wix.com as our domain provider, you can see their privacy policy [here](#).

**Ascend by Wix:** If you use our 'Send a message' chat box on our website, we ask for your name and contact details and use this information to respond to your enquiry. As a function of Wix, Ascend uses the same privacy policy as Wix. Click [here](#) to view it.

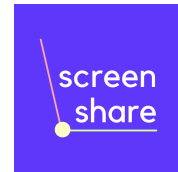
### **Financial Donation Third-Parties:**

When you donate to Screen Share UK by direct bank transfer, cheque or cash, we collect your information to process your donation, claim gift aid (where applicable) and thank you.

When you donate to us through our website or another website, your data will be processed by other companies on our behalf. Those companies will share your information (such as name, financial information and contact details) with us. These companies are:

**GoFundMe:** an online portal and service for individual donors and people organising fundraising events for us. Click [here](#) to read GoFundMe's privacy policy.

**DonorBox:** an online portal and service used by third sector organisations in the UK, Europe and the US. based in the UK. Click [here](#) to read DonorBox's privacy policy.



**Starling Bank:** an online bank based in the UK. Click [here](#) to read Starling's privacy policy.

We compile reports of all donations received through these different mechanisms. If you choose to donate anonymously, we will not have any of your personal details. We will only know the date and amount of your donation. If you have donated through our website or another website, we may receive a personal identity number which would enable the other company to answer any particular questions about your gift.

If you donate to us by direct bank transfer, we may ask if your donation is eligible for Gift Aid and collect your details. If you give permission for us to get in touch with you when you donate through our website or another website, we will share our full privacy notice with you when we thank you for your gift. At this stage, we also give you the opportunity to sign up for our email newsletter and/or to receive bespoke emails. We will only use the information you give us at the point of your donation to contact you again (for example about events and further opportunities to support our work) if you give us your consent. You can choose to stop hearing from us at any point by contacting us.

### **Social Media Platforms:**

Screen Share UK has accounts on social media sites, through which people can follow us, like and share information we post, access our website and get in touch with our team.

These include:

**Facebook:** ([ScreenshareUK](#)). Click [here](#) to read Facebook's privacy policy.

**Instagram:** ([@screenshareuk](#)). Click [here](#) to read Instagram's privacy policy.

**Twitter:** ([@screenshareuk](#)). Click [here](#) to read Twitter's privacy policy.

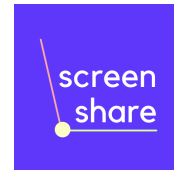
**LinkedIn:** ([ScreenShareUK](#)). Click [here](#) to read LinkedIn's privacy policy.

Your personal information is held by these websites and we can only access the information that you have chosen to make publicly available. These social media platforms enable us to contact you directly and you can change your settings on these platforms at any time. Please refer to their privacy policies for more details.

### **Your choices**

In accordance with GDPR, you have a number of rights under data protection law, including the right to data portability (obtaining and reusing your own data), the right to be informed, to access, to restrict processing, to object, to rectify and to erase your personal data. The accuracy of your information is important to us and you have a choice whether or not you wish to receive information from us. Find out more about your rights here.

If you do not want to receive communications from us about our work, events, surveys, and other information which we think you might be interested in, you can unsubscribe or unfollow on each of the



communications themselves, with or without giving a reason. Alternatively, please send an email to [info@screen-share.co.uk](mailto:info@screen-share.co.uk).

**If you would like to exercise any of your rights under data protection law, if you change email address or any of the other information we hold is inaccurate or out of date, please email us at [info@screen-share.co.uk](mailto:info@screen-share.co.uk).**

If you are concerned about the way we have collected and used your personal data, please contact us – we will do our best to help. If you are unhappy with how we have handled your personal data, you have the right to contact the [Information Commissioner's Office](#) in the UK.

### **Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it is treated securely. Non-sensitive details (your email address etc.) are transmitted normally over the internet, and this can never be guaranteed to be 100% secure. As a result, while we aim to protect your personal information, we cannot guarantee the security of any information you give us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

### **Your consent**

By providing us with your personal data, you consent to the collection and use of this information in accordance with the purposes described above and this privacy statement.

### **Right of access**

You have the right to ask for a copy of the information we hold about you and to have any inaccuracies in your information corrected. If you wish to do this, please contact us at [info@screen-share.co.uk](mailto:info@screen-share.co.uk)

### **Other people's information**

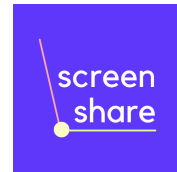
If you provide us with someone else's personal details (for example when you refer an individual to our services or recommend we get in touch with an individual or organisation who may be interested in hearing more about our activities) you must make sure that you have that person's consent to provide us with their details, particularly if you're giving us sensitive information about them.

### **Changes**

If your personal details change, please help us to keep your information up to date by notifying us at the above address.

We may change the terms of this privacy statement in the future. If we do so, we will post the changes here so please check from time to time. By continuing to use our websites you will be deemed to have accepted such changes.

### **Review of this Privacy Notice**



We keep this Notice under annual review. If we plan to use personal data for a new purpose, we will update our privacy policy. If you have given us your email address, we will tell you about the changes.

This Notice was last updated in **May 2022** and is due to be reviewed in **June 2023**.

## Appendix 1

### What happens to the data on my devices?

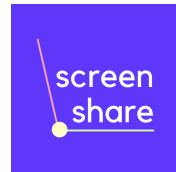
One of the reasons we established Screen Share was because of the nervousness of corporations and individuals in managing their data in the context of tech disposal. Screen Share takes data safety incredibly seriously and is committed to offering honest, clear and tailored data management advice to donors in order to facilitate their donation.

Screen Share is a charity which refurbishes technological devices for refugees. This means our expertise is in adding value to used devices, and matching young refugees with those devices. Because our expertise is not in data destruction, we are not currently registered with the Information Commissioner Office. For this reason, we strongly encourage all donors to physically remove or make their data digitally inaccessible on their devices before they donate them. They can do this by restoring the device to factory settings - [instructions for which are available on our website](#) - or physically removing the hard drive on which the data is stored and destroying them themselves. Most of our corporate partners donate devices having removed the hard drives therefrom.

In the event that donors do not have the capacity to destroy or wipe hard drives themselves, we encourage them to use the services of one of our tech partners. Our primary partner is ToRecycle, whose destruction process meets or exceeds many internationally recognised standards including the Communications Electronics Security Group (CESG) Commercial Product Assurance (CPA), NATO CONFIDENTIAL, NATO RESTRICTED, NATO SECRET and COSMIC TOP SECRET, Defence INFOSEC Product Co-Operation Group UK (DIPCOG) and exceeding standards provided by the USA Department of Defense. A data destruction certificate is provided at the end of the process and a duty of care notification is issued during it.

Some of our corporate partners have also used Shred-It. Shred-it has [comprehensive accreditation](#), provides a secure chain of custody at every touchpoint and issues a certificate of destruction after each service.

Whichever partner a donor uses, the safest and most secure way to protect their data is to remove the hard drives themselves and destroy them through either of these partners. In the event that donors would prefer not to remove hard drives themselves/ wipe the data from the devices/ arrange for one of our partners to



destroy the data, Screen Share is willing to separate the data from the device on-site and coordinate one of our partners to destroy the data, if the donation is 20 devices or more.

If Screen Share receives any device with any hardware which can store data, such as a hard drive, these are stored securely with Screen Share for a maximum of two weeks before they are collected and destroyed by ToRecycle. They are received for the purposes of destruction, which will take place through one of our partners. During this time, all care is taken to protect your data. Our staff and volunteers are trained in data privacy practices and apply them at every stage of the process. No data storing hardware received by Screen Share is ever distributed to recipients. Every device is fitted with new data storing hardware before distribution.