

# **The North Norfolk Talking Newspaper Association (The Mardler)**

## **Data Protection Policy**

### **Principles**

The North Norfolk Talking Newspaper (hereinafter called The Mardler) is committed to protecting your privacy and data.

We will use the information that we collect about you in accordance with the General Data Protection Regulation 2018 and the Privacy and Electronic Communications Regulations 2003.

### **Scope**

This Data Protection policy applies to the personal data of our listeners, volunteers and website users which may be held in electronic format or hard copy.

### **Collection of Personal Information**

Personal information is any information that personally identifies an individual.

The Mardler collects, uses, stores and processes personal information in order to carry out the charity's purpose of providing a free talking newspaper service to the visually impaired and print disabled.

The Mardler will collect and process personal information through a variety of means including: formal registration of listeners and volunteers; conversations; correspondence; email; or website contact form. Information will also be collected to record your use of the service and voluntary roles undertaken.

The information collected may include:

- Full name
- Postal Address
- Contact telephone number
- Representative's name and contact details
- Email address
- Date of registration
- Record of loans and returns
- Internet address, browser and operating system type
- Website accessibility settings

### **Website Cookies**

If you use the accessibility menu on our website we will set a temporary cookie which retains the settings you have chosen. This is so that when you move from page to page your chosen setting moves with you. The cookie contains only your setting choices and no personal information.

## **Use of Personal Information**

Collected information may be used in a number of scenarios.

- To print listener postal address labels
- To record listener postal wallets sent and returned
- To contact listeners or their representatives should problems arise
- To contact volunteers to arrange and coordinate delivery of our service
- To provide information and updates regarding the operation of The Mardler
- To enhance your experience of our website
- To provide website usage data

## **Data Security**

We will use technical and organisational measures to safeguard your Data, for example:

- Secure storage of paper records and computer equipment
- Password access to computers and applications
- Encryption of data storage devices

## **Sharing of Personal Data**

We will not sell or provide your details to a third party. Please be aware that in certain circumstances personal information may be subject to disclosure to government agencies.

## **Consent**

The Mardler has a “legitimate interest” in collecting and processing listener and volunteer data. We believe that our listeners and volunteers would reasonably expect such use and that it has a minimal privacy impact. Our justification for this collection and processing is that it is required to provide our service. Hence, we do not collect formal evidence of consent when registering new listeners and volunteers.

## **Your Rights**

You have the right to request the deletion of your information though we may no longer be able to provide our service to you or schedule you as a volunteer.

We will automatically delete the personal data from our records of listeners when they cease to use our service and volunteers when they cease to volunteer.

You have the right to submit an access request to see what information we hold about you.

You have the right to request that inaccuracies be corrected.

All access requests, corrections and privacy related complaints should, in the first instance, be sent via email to [chairman@mardler.org.uk](mailto:chairman@mardler.org.uk)

You have the right to lodge a complaint with the Information Commissioner's Office at their website:

[//ico.org.uk/make-a-complaint/](https://ico.org.uk/make-a-complaint/)

## **Document status**

Document Approved at meeting of Trustees on: 13th March 2024