

Privacy Notice – Vendor Services



We take the safeguarding of personal data very seriously

“**The Big Issue**”, “**we**”, “**us**” and “**our**” means The Big Issue Foundation and we are committed to respecting your privacy.

We are a registered company in the UK at 3rd Floor, 113-115 Fonthill Road, London N4 3HH and our company registration number is 3049322. We are also a registered charity in England and Wales and our charity number is 1049077.

What this privacy notice is about

For the purposes of data protection law, we are a data controller in respect of your personal data. Big Issue may need to collect and hold certain personal information relating to you in connection with your application for support. We are responsible for ensuring that we use your personal data in compliance with data protection law.

This privacy notice applies to any information you provide us when you contact us in person, by e-mail and/or by phone. This consent form sets out the basis on which any personal data about you that you provide to us, that we create, or that we obtain about you from other sources, will be processed by us. Please take the time to read and understand this privacy notice.

How we collect information about you

If you are receiving advice, guidance or support from us, we will need to process your data because of your specific relationship with us. We may collect and process the following personal information or data (information that can be uniquely identified with you) about you:

- Certain information required to use our Services;
- Information provided to register to our Services;
- Information provided if you sign up for information
- Details of the Services you access;
- A record of any correspondence between you and us;
- Your replies to any surveys or questionnaires that we may use for research purposes;
- Information we may require from you when you report a problem or complaint.

We may also collect your personal data where we receive information about you from third parties; for example, housing agencies and referrals agencies. Third parties will only provide us with this information where you have given them permission to share your information.

When you call and speak to our services any personal or sensitive information may be used for training purposes, quality assurance, complaint investigations, and to make further improvements to the service we provide to you. These calls are not recorded.

You may withdraw our authority to process your personal data (or request that we restrict our processing – see withdrawing consent section below) at any time.

Why we collect your data

We collect personal data for many reasons, including to provide you with services, communicate with you and send you information you have requested. Depending on how you interact with us, we may process data for the following reasons:

- to provide you with advice, support or legal services that you have requested or been referred to
- to record personal details shared during conversations with our front line teams
- to administer services The Big Issue Foundation is providing to you
- for our own internal administrative purposes, and to keep a record of your relationship with us
- to manage your communication preferences

- to conduct surveys, research and gather feedback
- to obtain information to improve The Big Issue Foundations services
- to carry out research to find out more information about our beneficiaries and prospective beneficiaries backgrounds
- to comply with applicable laws and regulations, and requests from statutory agencies

What personal information we collect

We may collect personal data about you if you contact us or in other ways (i.e. in relation to the services we provide to you (e.g. support and signposting services) or from authorised third parties).

The personal data that we may collect or process about you is:

Information that you provide to us: This includes information about you that you give us by communicating with us, whether face-to-face, by phone, e-mail or otherwise. This information may include, but may not be limited to:

- Your full name
- contact details – including telephone number(s), and email address
- date of birth
- gender
- details of your current housing situation
- details of any identification details (ID) such as birth certificate, passport, drivers license
- details of your financial services you hold such as having a bank account, post office account, credit union account (we will only collect your account details if these are necessary for you to access a grant from the Foundation's Vendor Support Fund or some other source of grant finance;
- records of your correspondence and engagement with us
- photographs, [video or audio recordings]
- biographical information
- other information you share with us

Information we collect about you. We may collect information from you in a number of ways, including but not limited to:

- any paper forms you complete
- telephone conversations
- face-to-face interactions
- digital forms completed via our website
- online surveys
- third-party companies and websites
- publicly available sources
- communication via social media.
- other information you share with us

Sensitive personal information. We may collect sensitive personal information from you, in order to provide appropriate service offerings. This personal information may include, but not limited to:

- your ethnic origin and nationality
- physical or mental health
- details of any addictions you may have
- details of any substance misuse you may have
- other sensitive personal information you share with us.

We will only process this data where we have your explicit consent, unless we are permitted to do so in other circumstances under data protection law.

How we use your information

Your personal data may be stored and processed by Big Issue in the following ways and for the following purposes:

- providing you with information about us and to help coordinate support and services provided by us and/or external organisations, and managing our relationship with you;
- to obtain further information about you. For example, regarding your health (including mental health), housing situation, financial circumstances, education, training, qualifications and previous employment (including any information about you as a vendor with The Big Issue Magazine network);
- to protect your health interests (e.g. disclosing medical history so that you can obtain the care and treatment you need);
- reporting to the appropriate legal and regulatory authorities; and
- Furthering our charitable aims, including for fundraising activities, for example we write and provide case studies about you to explain our work and give examples of how we can help other individuals who may have similar circumstances to you. No personal identifiable information is used without your signed consent.
- We may use your data for statistical reports. These statistics will not include any information that could be used to identify any individual.
- Profiling - to enable us to communicate with you effectively, we may sometimes use your data for analysis purposes, based on information that you have provided to us; such as location, marketing sources, behaviour and interests. We use anonymised data in all our profiling activities.

You have the right to object to our lawful processing of your information at any time, and can do so by contacting us in accordance with the “Contacting Us” section below.

Legal basis on which we process personal data

Personal data we hold about you will be processed for one or more of the following reasons:

- we have obtained your consent to do so;
- we need to so in order to provide you with support and services offered by us;
- we have legal and regulatory obligations that we have to discharge; and/or
- the processing is necessary for our legitimate interests (or the legitimate interests of a third party) unless your interests in data privacy and security override our legitimate interests.

You have the right to withdraw and/or object to our lawful processing of your information at any time, and can do so by contacting us in accordance with the “Contacting Us” section below.

Disclosure of your information to third parties

We may share your personal data with our affiliates (for example, the Big Issue Magazine network) and other third parties. We will take steps to ensure that the personal data is only accessed by employees of such companies that have a need to do so for the purposes described in this privacy notice.

We may also share your personal data outside of Big Issue:

- where you instruct us to share your personal information with a third party, you authorise us to deliver that content via email, SMS or other electronic messaging or communication system;
- to third parties and external organisations to help coordinate support so that you can get the most out of the service The Big Issue Foundation provides and signpost you to services provided by third parties;
- to third parties where there is a serious risk of harm to you and/or others;
- if our legal structure or charity status changes, in which case personal data held by us about you will be disclosed to the new legal structure and/or charitable organisation;
- to third party agents or contractors (for example, the providers of our electronic data storage services) for the purposes of providing services to us. These third parties will be subject to confidentiality requirements and they will only use your personal data as described in this form; and
- to the extent required by law, for example if we are under a duty to disclose your personal data in order to comply with any legal obligation, establish, exercise or defend our legal rights.

- to our professional advisors and banks for the purpose of providing services to us, where we are required to disclose your identity for regulatory and legal purposes;
- to third party agents or contractors for the purposes of providing services to us. These third parties will be subject to confidentiality requirements and they will only use your personal data as described in this privacy notice; and,

We will take steps to ensure that the personal data is accessed only by employees of such companies that have a need to process your data for the purposes described in this notice.

We will never pass on your information to third party organisations without your explicit and informed consent other than for the purposes as described above.

We do not sell or share personal details to third parties for the purposes of marketing.

How we keep your data safe and who has access

We take appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date. For example, the data transmission between our server and database is always encrypted and our network is protected and routinely monitored.

We will keep all your case information – including notes, letters and information given to us about you – in a confidential record that is specific to you. We use a customer relationship management system (CRM) to support our advice, guidance and support. This means that we can keep the information you provide us, so we are able to see the history and relevant details of your case(s). This ensures that we provide appropriate and accurate advice or support. We take information security very seriously. No one is allowed access to our system or files unless they need this to provide the service to you, or one of the other purpose discussed in this notice.

Where we use third party companies to collect or process personal data on our behalf (as detailed above), we do comprehensive checks on these companies before we work with them, and put a contract in place that sets out our expectations and requirements, especially regarding how they manage the personal data they collect or have access to.

Retention of personal data

How long we hold your personal data for will vary. The retention period will be determined by various criteria including:

- the purpose for which we are using it: we will need to keep the data for as long as is necessary for that purpose; and,
- legal obligations: laws or regulation may set a minimum period for which we have to keep your personal data.

We only keep your information for as long as we need to, to be able to use it for the reasons given in this privacy policy. In general terms we remove identifiable personal information from our records, in accordance with the following:

- Personal data held on marketing or business development records – (electronically) 3 years from the last date on which you have interacted with us, (paper files) 1 year from the last date on which you have interacted with us.
- Banking information - We will retain the banking information you provided to us until the end of 2021 or 3 months after the end of a service provided by us (i.e. online subscriptions).

You have the right to object to your data being processed by us and can do so by contacting us in accordance with the “Contacting Us” section below.

You can request a copy of the personal information that we hold about you under the Data Protection Act 1998. If you would like to do so, please send a description of the information you would like as well as approved proof of identity to The Vendor Services Team at The Big Issue Foundation 3rd Floor, 113-115 Fonthill Road London, N4 3HH.

Your rights

You have a number of legal rights in relation to the personal data that we hold about you. These rights include:

- the right to obtain information regarding the processing of your personal data and access to the personal data which we hold about you. Please note, we do not accept these requests by email so we can ensure that we only provide personal data to the right person;
- the right to withdraw your consent to our processing of your personal data at any time. Please note, however, we may still be entitled to process your personal data if we have another legitimate reason (other than consent) for doing so.
- in some circumstances, the right to receive some personal data in a structured, commonly used and machine-readable format and/or request that we transmit that data to a third party where this is technically feasible. Please note that this right only applies to personal data which you have provided to us;
- the right to request that we rectify your personal data if it is inaccurate or incomplete;
- the right to request that we erase your personal data in certain circumstances. Please note that there may be circumstances where you ask us to erase your personal data but we are legally entitled to retain it;
- the right to request that we restrict our processing of your personal data in certain circumstances. Again, there may be circumstances where you ask us to restrict our processing of your personal data but we are legally entitled to refuse that request; and,
- the right to lodge a complaint with the data protection regulator (details of which are provided below) if you think that any of your rights have been infringed by us.

You can exercise your rights by contacting us using the details set out in the “Contacting us” section below. You can find out more information about your rights, or if you would like to make a complaint, you can do so by contacting the Information Commissioner, or by searching their website at <https://ico.org.uk/>.

Your consent

By using our services, social media pages, or providing your information you give your consent for all the information you provide to be shared with other relevant organisations working on our behalf and understand that it may be necessary to contact them in order to help coordinate support so that you get the most out of the service The Big Issue provides.

You understand that your personal information may be shared with other agencies if it is believed that there is a serious risk of harm to yourself and/or others. You also consent to our collection and use of the information you provide in the way(s) set out in this policy. If you do not agree to this policy please do not use our social media pages or services.

Withdrawing consent

As we are relying on your consent to process your personal data, you have the right to withdraw your consent at any time (see your rights section above). You may withdraw our authority to process your personal data (or request that we restrict our processing) at any time.

All requests to withdraw consent can be done at any time by contacting your local Vendor Services Team in person, by phone, by post, and online by email. You can find your local office here: www.bigissue.org.uk/about-us/our-offices, please note our Services may not be fully operable should you do so.

We will endeavour to comply with such requests as soon as possible but in any event, we will comply within one month of receipt (unless a longer period of time to respond is reasonable by virtue of the complexity or number of your requests).

Children

Our Services are not intended for and should not be accessed by individuals under 18. Our policy is not to intentionally or knowingly collect, process, maintain or use personal information from any individual under the age of 18.

Keeping your information up to date

If your personal details change, please help us to keep your information up to date by notifying your local Vendor Services Team in person, by phone, by post, and online by email. You can find your local office here: www.bigissue.org.uk/about-us/our-offices.

Changes to this policy

We may make changes to this policy from time to time. If we do so, we will post the changes on this page and they will apply from the time we post them.

If you have any questions, comments or suggestions, please let us know by contacting us in accordance with the "Contacting Us" section below (please address any correspondence to "The Vendor Services Team").

This policy was last changed on 1st February 2021

Contacting us

If you would like further information on the collection, use, disclosure, transfer or processing of your personal data or the exercise of any of the rights listed above, please address questions, comments and requests to your local Vendor Services Team. You can find your local office here: www.bigissue.org.uk/about-us/our-offices.

Email: foundation@bigissue.com