



STREET STORAGE PRIVACY POLICY

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About this Privacy Policy

We care about your privacy and we think it is important that you always know what information we obtain about you in the context of your use of Street Storage's services (the "**Services**") and website and what that information is used for. In the Privacy Policy below, we therefore aim to keep you fully informed as to the type, extent and purpose of the collection, storage, use and processing of your personal data by us. Our website is available at www.streetstorage.co.uk (the "**Website**").

Personal data is all information relating to an identified or an identifiable natural person. A person is identified when the identity of a specific person can be deduced from the information itself. A

Our Privacy Policy applies to any user of our storage services or visitor to our website.



person is identifiable when we can make a connection to a specific person using information available to us.

This Privacy Policy applies to the Website and your use of the Services.

Please read this Privacy Policy carefully to understand our practices regarding your personal data and how we will treat it.

IF YOU DO NOT AGREE WITH OUR POLICIES AND PRACTICES, DO NOT VISIT OUR WEBSITE OR USE THE SERVICES.

Who we are

We are Street Storage (hereinafter: "**Street Storage**" "**we**" or "**us**").

We are the provider of the Website and the Services and the organisation responsible for the personal data collected about you as part of your use of the Website and the Services within the meaning of applicable data protection and privacy laws.

We are an organisation who provides storage facilities to members of the homeless community.

How to contact us

If you have any questions about this Privacy Policy or our use of your personal data, if you need to report a problem, or if you would like to exercise one of your rights under data protection and privacy laws you can contact us using the following contact details:

Email: info@streetstorage.org

You can contact our dedicated privacy contact with any queries or complaints regarding your data.

How we get information

When you (i) use the Services, or (ii) are referred to us by another charity, we collect the following information from you directly:

- your name;
- your email address and phone number;
- your national insurance number;
- your nationality;
- your gender identification;

We collect certain information about you when you sign up to our services or use our website.



- photographs of your belongings

When you visit the Website our server will record your IP address together with the date, time and duration of your visit. An IP address is an assigned number, similar to a telephone number, which allows your computer to communicate over the Internet. It enables us to identify which organisations have visited the Website.

IF YOU DO NOT WANT US TO COLLECT ANY OF THE INFORMATION DESCRIBED IN THIS SECTION, DO NOT USE OUR WEBSITE OR THE SERVICES.

Linking to third party websites

Within the Website, you may be provided with the option to link through to other websites. These other domains, apps and websites are subject to their own privacy practices and we encourage you to read the privacy policies of each and every website and application with which you interact. You visit these other websites or applications at your own risk.

You should be aware that personal data that you voluntarily include and transmit online in a publicly accessible blog, chat room, social media platform or otherwise online or that you share in an open forum may be viewed and used by others without any restrictions. We are unable to control such uses of your data and by using such services, you assume the risk that the personal data you provide may be viewed and used by third parties for any number of purposes.

Other websites and applications may use your data differently and have their own privacy policies. You should always read those policies.

Why we collect, process and use your information

We collect, process and use your personal data for the following purposes:

To provide you with the Services

- to contact individuals about their access to and use of our storage services.

We use your data to provide you with the Services

For business administrative purposes

- to facilitate our internal business administration, including maintaining proper business records
- to administer databases (including our contacts database)
- to establish and manage good commercial or stakeholder relations with you or the organisation with which you are associated
- to investigate or respond to any incidents, complaints or grievances
- to compile statistical data on the use of the Services to report on the cross section of people who use the Services, and

We use your data for business administrative purposes.



- as part of our efforts to keep the Website and our physical and digital assets safe and secure.

How long we keep your information for

Depending on your interactions with Street Storage as an organisation (Trustee, employee, interviewee, person storing, volunteer) we reserve the right to retain your personal data for anything up to 6 years after the date on which you last received the Services or had contact with the charity. This is for a number of reasons highlighted in our GDPR Policy and varies between parties.

We don't keep your data forever.

Your rights

You have various rights in relation to the data which we hold about you. To get in touch with us about any of your rights under applicable data protection laws, please use the contact details set out above. We will seek to deal with your request without undue delay, and in any event within any time limits provided for in applicable data protection law (subject to any extensions to which we are lawfully entitled). Please note that we may keep a record of your communications to help us resolve any issues which you raise.

You have a number of rights regarding your data.

The UK General Data Protection Regulation (the "**UK GDPR**") gives you the following rights in relation to your personal data:

Right to object

This right enables you to object to us processing your personal data where we do so for one of the following reasons:

- because it is in our legitimate interests to do so (for further information please see the section on our legal bases for processing below);
- to enable us to perform a task in the public interest or exercise official authority;
- to send you direct marketing materials; or
- for scientific, historical, research, or statistical purposes.

Right to withdraw consent

If we obtain your consent to process your personal data for any activities, you may withdraw this consent at any time and we will cease to use your data for that purpose unless we consider that there is an alternative legal basis to justify our continued processing of your data for this purpose, in which case we will inform you of this condition.

Data Subject Access Requests

You may ask us for a copy of the information we hold about you at any time, and request us to modify, update or delete such information. If we provide you with access to the information we



hold about you, we will not charge you for this unless permitted by law. If you request further copies of this information from us, we may charge you a reasonable administrative cost. Where we are legally permitted to do so, we may refuse your request. If we refuse your request we will always tell you the reasons for doing so.

Right to erasure

You have the right to request that we "erase" your personal data in certain circumstances. Normally, this right exists where:

- The data are no longer necessary;
- You have withdrawn your consent to us using your data, and there is no other valid reason for us to continue;
- The data has been processed unlawfully;
- It is necessary for the data to be erased in order for us to comply with our obligations under law; or
- You object to the processing and we are unable to demonstrate overriding legitimate grounds for our continued processing.

We would only be entitled to refuse to comply with your request for erasure in limited circumstances and we will always tell you our reason for doing so. When complying with a valid request for the erasure of data we will take all reasonably practicable steps to delete the relevant data.

Right to restrict processing

You have the right to request that we restrict our processing of your personal data in certain circumstances, for example if you dispute the accuracy of the personal data that we hold about you or you object to our processing of your personal data for our legitimate interests. If we have shared your personal data with third parties, we will notify them about the restricted processing unless this is impossible or involves disproportionate effort. We will, of course, notify you before lifting any restriction on processing your personal data.

Right to rectification

You have the right to request that we rectify any inaccurate or incomplete personal data that we hold about you. If we have shared this personal data with third parties, we will notify them about the rectification unless this is impossible or involves disproportionate effort. You may also request details of the third parties that we have disclosed the inaccurate or incomplete personal data to.



Where we think that it is reasonable for us not to comply with your request, we will explain our reasons for this decision.

Right of data portability

If you wish, you have the right to transfer your personal data between service providers. In effect, this means that you are able to transfer the details we hold on you to another third party. To allow you to do so, we will provide you with your data in a commonly used machine-readable format so that you can transfer the data. Alternatively, we may directly transfer the data for you.

Right to complain

You also have the right to complain to your data protection authority.

In the UK the data protection authority is the Information Commissioner's Office. You can contact them in the following ways:

- Phone: 0303 123 1113
- Email: casework@ico.org.uk
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Sharing your information

In general, your data is processed exclusively by us and we do not pass on any personal user data to third parties unless we need to do so in order to offer you certain Website and membership services. Where we do share your personal data, we do so with the following categories of recipients:

Charity Partners

We may disclose your personal data to our charity partners who we work with to provide the Services. We have a consent form for this process.

Related Entities

We may disclose your personal data to our affiliated companies.

Regulatory Bodies

We may disclose your personal data:

- to data protection regulatory authorities;
- in response to an enquiry from a government agency; and
- to other regulatory authorities with jurisdiction over our activities.

We may share your data with limited third parties (e.g. to help us provide the Services).



Professional Advisors and Auditors

We may disclose your personal data to professional advisors (such as legal advisors and accountants) or auditors for the purpose of providing professional services to us.

Service Providers

We may share your information with third party service providers who perform functions on our behalf. We will only share information with such service providers where we have an appropriate data processing agreement (or similar protections) in place.

Replacement Providers

In the event that we sell or buy any business assets, we may disclose your personal data to the prospective seller or buyer of such business or assets. If STREET STORAGE or substantially all of its assets are acquired by a third party, personal data held by us about our clients will be one of the transferred assets.

You should be aware that personal data that you voluntarily include and transmit online in a publicly accessible blog, chat room, social media platform or otherwise online or that you share in an open forum may be viewed and used by others without any restrictions. We are unable to control such uses of your data and by using such services, you assume the risk that the personal data you provide may be viewed and used by third parties for any number of purposes.

Otherwise, your data will only be disclosed in special exceptional cases, where we are obligated or entitled to do so by statute or upon binding order from a public authority.

Data Sharing

Street Storage reserves the right to share your personal data if:

- The processing is necessary: in relation to a contract which the individual has entered into; or because the individual has asked for something to be done so they can enter into a contract.
- The processing is necessary because of a legal obligation that applies to you (except an obligation imposed by a contract).
- The processing is necessary to protect the individual's "vital interests". This condition only applies in cases of life or death, such as where an individual's medical history is disclosed to a hospital's A&E department treating them after a serious road accident or to a GP service if contact is presenting as suicidal.



- The processing is necessary for administering justice, or for exercising statutory, governmental, or other public functions.

Changes to this Privacy Policy

We will review this Privacy Policy periodically, and reserve the right to modify and update it at any time. You acknowledge that we may make changes to this Privacy Policy and it is your responsibility to check back to this page from time to time to review the Privacy Policy. Changes to this Privacy Policy will come into effect immediately upon such changes being uploaded to our Website.

We may make changes to this Privacy Policy from time to time.

Cookies

We use cookies (access data files) on our Website which save certain personal information in order to provide a specialised service that is customised and personalised, as well as for analytics and tracking purposes. Cookies are small pieces of data (text files) that are sent by the website server to the user's browser or app and saved on the user's computer and other devices. With respect to its operation, our cookies distinguish between the users' computer or mobile phones but do not differentiate the individual users.

We use cookie technology on the Website.

You have a right to choose whether the cookies are installed or not. You may choose to refuse all cookies, confirm each time a cookie is saved, or permit all cookies by going to [Tools]>[Internet Option]>[Security]>[Custom Setting], or by using the Settings or Options function on mobile devices. If you reject cookies or delete our cookies, you may still use our Website, but you may have reduced functionality.

Security

We care about protecting your personal data. That's why we put in place appropriate security measures, including encryption techniques, which are designed to prevent any misuse of the data that you provide to us.

We take security seriously and put in place measures to protect your information

Unfortunately, there is always risk involved in sending information through any channel over the internet. You send information over the internet entirely at your own risk. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted over the internet and we do not warrant the security of any information, including personal data, which you transmit to us over the internet.

If you suspect any misuse, loss, or unauthorised access to your personal data please let us know immediately using the contact details set out above. We will investigate the matter and update you as soon as possible on next steps.

Where your information is transferred and stored

In general, your data will be stored in the United Kingdom.

We generally store your data in the UK.

In the event that we transfer your personal data to another country and where the country or territory in question does not maintain adequate data protection standards, we will take all reasonable steps to ensure that any such transfers is undertaken in accordance with applicable



data protection and privacy laws and that your data is treated securely and in accordance with this Privacy Policy. However, please note that where personal data is stored in another country, it may be accessible to law enforcement agencies in accordance with domestic laws.

Legal bases for processing your information

The UK GDPR requires us to inform you of the different legal bases that we rely on to legitimise our processing of your personal data. We have described these below.

Where you have given your consent for us to process your personal data

We are allowed to use your data where you have specifically consented. In order for your consent to be valid:

- It has to be given freely, without us putting you under any type of pressure;
- You have to know what you are consenting to - so we'll make sure we give you enough information;
- You should only be asked to consent to one thing at a time - we therefore avoid "bundling" consents together so that you don't know exactly what you're agreeing to; and
- You need to take positive and affirmative action in giving us your consent - for example by ticking a box.

We currently seek your consent so that we can use photographs and/or video recordings of you on our website and social media platforms, and in publications, promotional flyers, funding applications, or for any other similar purpose. This consent is gathered at the point in which you register to use our Services. If we require your consent for anything in the future we will provide you with sufficient information so that you can decide whether or not you wish to consent

Where processing your information is within our legitimate interests

We are allowed to use your personal data where it is in our interests to do so, and those interests aren't outweighed by any potential prejudice to you.

We believe that our use of your personal data is within a number of our legitimate interests, including but not limited to:

- To provide you with the Services;
- To ensure that our systems run smoothly;
- To protect against improper use or unauthorised use of our Website; and
- To market our Website and Services.

We rely on certain lawful bases to collect, use and share data about you.



We don't think that any of the activities set out above will prejudice you in any way. However, you do have the right to object to us processing your personal data on this basis. We have set out details regarding how you can go about doing this in the section on your rights above.

Where processing your personal data is necessary for us to carry out our obligations under our contract with you

We are allowed to use your personal data when it is necessary to do so for the performance of our contract with you. For example, we need to process certain personal data about you in order to be able to provide you with any services that you request from us.

Where processing is necessary for us to carry out our legal obligations

As well as our obligations to you under any contract, we also have other legal obligations that we need to comply with, and we are allowed to use your personal data when we need to comply with those other legal obligations.