

Privacy Notice

We are committed to respecting your privacy and keeping your personal information safe. This privacy notice tells you what to expect when Michael Yoakley's Charity collects personal information (personal data).

In particular this notice tells you:

Who we are

Based in Margate and founded in 1709, Michael Yoakley's Charity (reg .no. 205769) provides almshouses and a residential care home for older people.

What personal information we collect about you

We may collect personal information (personal data) about you when you enquire about our services, volunteer or fundraise for us, make a donation, sign up for an event, or contact us (by telephone, email, online, letter or other).

Personal data can include your:

- Name
- Communication preferences
- Email address
- Postal address
- Telephone number
- Mobile number
- Bank account details so we can process payments and donations
- Information as to whether you are a taxpayer to help us claim Gift Aid

How we may use your information

All personal data is held and processed in accordance with the Data Protection Bill (2017) and General Data Protection Regulation (2016) and our Data Protection Policy.

We may send you service communications, for example to confirm a direct debit instruction or notify you about future events.

We may carry out analysis of the personal data we collect about you and add publicly available information to create a profile of your interests, preferences and level of potential donations so we can contact you with the most relevant information in the most appropriate and timely way.

We will not give, rent, swap or sell your personal data to other organisations.

We will comply with requests where disclosure of personal information is required by law, for example to government bodies for tax purposes or law enforcement agencies for the prevention and detection of crime.

Telling us when things change and your choices

You can help us keep our records up to date by telling us when your contact details and other personal information changes. You can also change your mind at any time about how we contact you, ask us to stop contacting, or ask us to remove all data we hold about you, by using the contact details below.

Access to your information and correction - Subject Access Request (SAR)

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please contact the Executive Manager at the address below.

We will respond within 30 days of receipt of your written request and confirmed ID. Please provide as much information as possible about the nature of your request to help us locate your records.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct any information you think is inaccurate, or remove any or all of the information from our records.

How to make a complaint and give feedback

- We are committed to high standards
- We are honest and open
- We are clear
- We are respectful
- We are fair and reasonable
- We are accountable

If you feel we have not met these standards or if you are unhappy with how we have handled your personal information please tell us. Equally we welcome your views on what we do well.

Contact details

The Executive Manager
Michael Yoakley's Charity
Yoakley House
Drapers Close
Margate
Kent CT9 4AH

Telephone: 01843 223652
Email: admin@yoakleycare.co.uk

Your feedback enables us as an organisation to learn and continuously improve our services.

Privacy policy review

We regularly review this privacy policy. If we make changes they will be updated here and we will place a prominent notice on our website.