



Turntable Furniture Privacy Policy

Turntable Furniture is committed to protecting and respecting your privacy at all times.

This policy sets out the basis on which any personal data we obtain will be processed. The policy reflects our duties under the General Data Protection Regulation (GDPR) to use personal data fairly, keep it secure, ensure it is accurate and up to date, and is deleted once we have no further use for it.

Please read the policy to understand how we treat your personal data. We may change, modify, add or remove portions of this policy at any time. Any changes will become effective immediately and will apply to personal data collected on or after such date.

The policy applies to: Turntable Furniture (registered charity in England and Wales 1090229, company number 04326401), located at The Warehouse, Swan Yard, Okehampton Street, Exeter EX4 1DS.

Turntable Furniture is registered as a Data Controller with the [UK Information Commissioner's Office \(ICO\)](#).

Questions regarding the policy should be sent to:

The Data Controller, Turntable Furniture, The Warehouse, Swan Yard, Okehampton Street, Exeter EX4 1DS (email: office@turntable.org.uk).

How we obtain your personal data

a) Information you give us:

You may give us personal information by:

- sending us a completed 'Contact Us' form from our website;
- conversing with us in person or by phone / text / email;
- messaging our social media pages.

The information you give us will probably be your name, address and phone number, and perhaps your email address.

We only accept cash payment for items to be delivered to you; we see no card numbers or verification values. Where items are being funded, in part or in full, by a pre-arranged third-party, we accept official cheques but usually invoice them after delivery.

b) Information we collect about you:

A majority of websites nowadays use cookies – small files that are downloaded from the website and stored on your computer or mobile phone; they may or may not hold personal data. Cookies are used in

various ways, but the majority either store personal preferences, or monitor site-use enabling services to be targeted most effectively.

All browsers allow you to control which cookies you accept and which you delete. You will usually find these settings under the 'Preferences' or 'Tools' menu of your browser. For more information about cookies, please see www.allaboutcookies.org.

Turntable Furniture is a not-for-profit organisation that is interested only in helping people furnish their homes, rather than generating income or monitoring how you interact with our website. We do **not** use any cookies on our website, and thus no personal data is collected by us when you access our site.

Our website provider, consistent with other providers, does collect and store the IP address of your computer and a timestamp of when you access our website. This information cannot be used to identify you personally. We neither study nor analyse this data as it has no bearing on our objectives.

c) Information we receive from other sources:

Anyone wishing to obtain items from us is referred using a Turntable Furniture Referral Form. This is completed by a referrer – a trustworthy third-party with whom we work closely.

Referrals made to us commonly have the material needs of children in mind. Other than the number of children involved, we only receive personal details of the parent / guardian.

Personal data received will be your name, address and phone number. Additional data – accommodation provider, reason for your referral, benefit(s) you receive, and number of adults / children residing at your address – is anonymised immediately it is entered on to our system.

How we use your personal data

a) Internal use

We internally use personal data held about you to:

- deliver items to / collect items from / view items at the address we have been given;
- ensure that you only have a single white good from us within any six-month period;
- produce an annual report containing information on who we have helped, and to aid in securing future funding for our cause. Anonymised data is used in this instance.

b) Sharing of your personal data

We will never sell or pass your personal data to unrelated third-parties.

However, if items to be delivered to you are being funded, in part or in full, by a pre-arranged third-party:

- we may need to discuss funding / delivery with them. This may involve divulging your name and address, and could be done in person or by phone / email;
- in most cases we will need to send them an invoice. This will contain your name and address, and will be sent by email.

c) Contacting you

We will never contact you to gauge opinion of our service; to persuade you to use our service; to provide funds; to pass on the latest news / offers you may be interested in; or similar.

We may need to contact you:

- to clarify, discuss or re-schedule an upcoming delivery / collection / viewing;
- if you have requested provision of an approximate time of arrival for an appointment;
- there is an issue with an item we have delivered to / collected from you.

Storage and security of your personal data

The transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted from our website, or via email; any transmission is at your own risk.

Once we have received your information, we use strict procedures and security to try to prevent unauthorised access. We make every effort to protect against the loss, misuse and alteration of the information under our control, and we do everything in our power to protect your information offline.

Electronic personal data we hold is stored in an encrypted database. This is stored, along with emails, on a PC that is password-protected and shielded by a proprietary security and firewall package. A secure backup is taken at the end of every working day.

Paper documents containing personal data are protected against unauthorised access by physical security means, and only authorised personnel can view your data.

Data breaches

If we discover that there has been a breach of personal data that poses a risk to individuals, we will report the matter to the [Information Commissioner](#) within 72 hours of discovery. We will record all data breaches regardless of their effect.

If the breach is likely to result in a high risk to individuals, we will notify affected individuals that there has been a breach and provide them with information about its possible consequences and the measures we have taken.

Following a data breach, we will conduct a thorough investigation, and will urgently review our security protocol.

Retention of your personal data

We need to retain personal data for up to 6 years for the following reasons:

- to provide our service, i.e. deliver items to / collect items from / view items at the address we have been given;

- to ensure you don't have more white goods from us than you're entitled to – one every six months is permitted;
- we receive a small amount of money for every item our service prevents from going to land-fill. We need to prove to our auditors that all items we receive and subsequently deliver originate from private dwellings. To achieve this, we must retain personal data for a maximum of 2 years;
- we have obligations to the HMRC. This necessitates retention of personal data relating to payment of items for 6 years.

Once the relevant period has expired, any personal data we hold will be deleted from our system. Any paper copies that we hold will be shredded and treated as confidential waste.

Your rights over your personal data under the GDPR

The GDPR gives you the right to:

- know what personal data we hold about you;
- correction of any inaccuracies in your personal data;
- deletion of your personal data.

We can only accept requests if sent by letter or email. Please address any requests to:

The Data Controller, Turntable Furniture, The Warehouse, Swan Yard, Okehampton Street, Exeter EX4 1DS (email: office@turntable.org.uk).

We will contact you within 20 working days of receiving your request.

Before we can provide a copy of any information we hold, we will require you to prove your identity by visiting us with a) 1 type of approved photo id, and b) 2 types of approved address id. (see table below).

<i>Approved types of photo id. (must still be valid and not expired)</i>	<i>Approved types of address id. (must be no older than 3 months)</i>
<ul style="list-style-type: none"> • Passport • Driving Licence • HM Armed Forces Identity Card • Id. Card carrying the PASS accreditation logo 	<ul style="list-style-type: none"> • Utility bill 1 (but not a mobile phone bill) • Utility bill 2 (but not a mobile phone bill) • Financial statement 1 • Financial statement 2 • Driving Licence (if not used as photo id.) • Benefit statement from DWP • Confirmation of Electoral Register search • HMRC tax notification (but not a P45 or P60) • Local authority tax bill • Local council rent card or tenancy agreement • Mortgage statement from a recognised lender

Once your identity has been verified, we will send you a copy of the data we hold about you. Depending on your wishes, we will confirm any amendments we make to the data or when the data has been deleted.

There is no charge for this service.

Further information

Our security measures and policy are reviewed on a regular basis. If you have any questions, comments or requests regarding this policy, please address them to:

The Data Controller, Turntable Furniture, The Warehouse, Swan Yard, Okehampton Street, Exeter EX4 1DS (email: office@turntable.org.uk).

If you are not satisfied with our response to your concern, you may wish to contact the [Information Commissioner's Office](#).