

Timebanking UK - Data and Privacy Policy

This privacy policy sets out how Timebanking UK (TBUK) uses and protects any information that you give the time bank when using this software (Time Online 2). TBUK is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this software, then you can be assured that it will only be used in accordance with this privacy statement.

TBUK may change or update this policy. If you are registered on the software, you will be notified that the policy has changed and will be asked to agree to the changes.

For the purposes of the new General Data Protection Regulation 2018, TBUK is a Data Processor in its relationship with time banks, and the Data Controller when working on its own activities. Please note that **TBUK is able to access data for any member who has joined a time bank that uses TBUK's software**. The information you provide will be held in accordance with the Data Protection Act and may be used by TBUK and its member time banks. Member time banks have signed up for TBUK membership and are using the software provided by TBUK for recording information about their members and time exchange activities.

Why are we allowed to process your information?

Data protection laws allows us to process the information you provide within certain conditions. In this case we are using your consent as the lawful condition for us to do this.

What we collect

TBUK collect organisational information for the use of creating and supporting time banks. This may involve sending out updates and information to do with timebanking in general as well as items specific to an individual time bank.

We may also use email addresses for the express purpose of sending out a newsletter

Although TBUK will not directly collect any data from people who join a time bank for its own purposes, the time banks themselves may collect the following information:

- name and date of birth
- contact information including email address, and postal address
- Some sensitive information may be requested, namely ethnicity, gender and medical history
If any other sensitive information is required, the time bank will inform their members directly
- demographic information such as address and postcode
- other information relevant to the running of specific time banks

What we do with the information gathered

Our time banks require this information so that they can understand your needs and provide you with a better service, and particularly for the following reasons:

- internal record keeping

- TBUK, and the time banks, may use the information to improve our products and services
- TBUK may use anonymised data for statistical purposes, including, but not limited to, numbers of time bank members using the system, and how many hours have been exchanged – as displayed on the home page of TBUK
- we may directly contact members in extreme circumstances during the time they are part of the system, if we deem there is an emergency or there is an issue with the data retention.
- We may also contact members directly if there is a change to this policy.

Who will we share this with?

Sometimes time banks need to share your information with other members. They will only do this when it is necessary as part of their standard operation, or if required to do so by law. Time banks should not share your data under any other circumstances without your express permission.

Where we store your personal data

The data collected is stored in the European Economic Area (“EEA”). Currently, it is be processed by members of TBUK, the developers of the software and in rare circumstances by staff at the database hosting company. By submitting your personal data, you agree to this storing and processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on secure servers. Where we, or our time banks, have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Once we have received your information, we will use strict procedures and security features to prevent unauthorised access and we insist our time banks do the same.

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. For the purposes of this service we will keep this information whilst a member is a part of the time bank and for a period of no more than 24 months after. If you wish to leave the time bank, you can do this at any time by contacting your local time bank co-ordinator.

What if something changes?

If the information you provided changes, or your circumstances change please contact your local timebank co-ordinator. If we need to change something, like who we want to share this information with, we will contact you to let you know.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we, and our hosting company, have put in place suitable procedures to safeguard and secure the information we collect online.

Links to other websites

Our software may contain links to other websites of interest. However, you should note that we do not have any control over other websites, therefore, we are not responsible for the protection and privacy of any information which you provide whilst visiting such sites. External websites are not governed by this privacy statement.

Controlling your personal information

We will never sell, distribute or share your personal information to third parties unless we have your permission or are required by law to do so. Our time banks may use your personal information to send you things which they think you may find interesting if you have told them that you wish this to happen. You may request details of personal information which they hold about you under the General Data Protection Regulation. A small fee may be payable. If you would like a copy of the information held on you, please contact the time bank. If you believe that any information being held about you is incorrect or incomplete, please write to or email the time bank as soon as possible.

Your rights

You may request to see a copy of the personal information a time bank holds about you. The law also provides you with other rights regarding your information including some around; correction of inaccurate data, objection to processing, moving your information to somewhere else, and in some cases, getting your information deleted. If you are unhappy with the way your data is being handled you need to contact your local time bank co-ordinator. If you are not satisfied with any response you may receive based on a complaint or concern about your personal information, you then have the option of contacting the Information Commissioners Office to take that complaint further. The Information Commissioners Office will want to see that you have raised a complaint with the time bank first and if you have received a response before contacting them directly. If you do wish to contact them, the address details can be found below:

The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

Website: www.ico.org.uk

Email: casework@ico.org.uk

Contact us

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to us by email to tol2@timebanking.org or by writing to us at Timebanking UK, The Exchange, Brick Row, Stroud, Glos GL5 1DF.