

**How we process your data**

<b><u>Source of Data Collection</u></b>	<b><u>Purpose of Processing</u></b>	<b><u>Lawful Basis of Processing</u></b>	<b><u>Retention Period</u></b>
<b>Register on Twins Trust website</b>	<ul style="list-style-type: none"> <li>• Provide you with access to free resources available to website registrants</li> <li>• Provide you with information or services that you have requested from us, or that we feel may be of interest to you</li> <li>• Provide you with information about our work and activities</li> <li>• Invite you to participate in voluntary surveys or research</li> </ul>	Consent	If you do not further engage with Twins Trust after registering, your data will be removed after five years. We hold the data for this long due to the nature of the charity, and the reasons people choose to register. They tend to sometimes come back later.
<b>Taking out a Twins Trust Membership</b>	<ul style="list-style-type: none"> <li>• Process the membership details of the individual that has joined</li> <li>• Internal record keeping relating to membership payments, feedback or complaints</li> </ul>	Necessary for the performance of a contract	Anyone that has taken out a Twins Trust membership remains on the Twins Trust database for the duration of their membership, and then stored as a lapsed member for internal reporting purposes to monitor membership history. This data also needs to be kept for financial/gift aid reasons.

<p><b>Register to attend a course</b></p>	<ul style="list-style-type: none"> <li>• Collect details of attendee(s) which is then shared with course facilitators. This information is passed to the facilitators only and is either returned to the Twins Trust office after a course or shred.</li> <li>• Details of complications are taken in case there is an emergency on the day</li> </ul>	<p>Necessary for the performance of a contract</p>	<p>Information sent to facilitators is shred as soon as the course is finished. The details of the course attendees are entered on to the Twins Trust database and remain on the system as a record for internal reporting for how many people have attended the various courses that Twins Trust offer.</p>
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	<p>of the course and medical attention is required.</p> <ul style="list-style-type: none"> <li>• All course info is sent via secure e-mail.</li> </ul>		
<b>Helping Hands Application</b>	<ul style="list-style-type: none"> <li>• Determine eligibility</li> <li>• Be able to provide relevant support at home or by phone/email</li> <li>• To contact families regarding Helping Hands processes</li> <li>• To liaise with health professionals regarding support provided</li> <li>• To be able to tailor support to the families' needs</li> </ul>	Consent	Data is always relevant, so there is no specific date at which the data is no longer retained.
<b>Contacting the Bereavement Support Group (BSG) because have suffered a loss</b>	<ul style="list-style-type: none"> <li>• BSG team to be able to offer support to families, and track who has contacted Twins Trust.</li> <li>• hold details for newsletter if they have asked to receive</li> </ul>	Consent	Data is always relevant, so there is no specific date at which the data is no longer retained.
<b>Twinline Callers that requires further assistance</b>	<ul style="list-style-type: none"> <li>• Twinline callers are anonymous unless they have asked for further contact in relation to the reason they have called</li> <li>• In these instances, the details of the caller are passed on to a peer supporter, a health professional or an honorary consultant – all of whom have a contractual relationship with Twins Trust</li> </ul>	Consent	Data is always relevant, so there is no specific date at which the data is no longer retained. There may be a time when the caller contacts Twins Trust again, and all history is relevant to the current situation.

<b>Donation to Twins Trust</b>	<ul style="list-style-type: none"> <li>• Process donations we have received from you</li> <li>• Internal record keeping relating to donations, feedback or complaints</li> </ul>	Necessary for the performance of a contract	Anyone that has made a donation to Twins Trust remains on the Twins Trust database for internal reporting purposes to monitor donation history. This data also needs to be kept for financial/gift aid reasons.
<b>Case Studies</b>	<ul style="list-style-type: none"> <li>• Create a profile about a family that will raise awareness of the work that Twins Trust does</li> </ul>	Consent	Case Studies are held for as long as the story is relevant to the charity. This tends to be

	<ul style="list-style-type: none"> <li>Makes facts and figures more human with storytelling, highlighting how our services can help families, and how money raised helps us continue the work we do</li> </ul>		around two years in most cases.
<b>Photographs</b>	<p>Photographs may be used for some or all of the following:</p> <ul style="list-style-type: none"> <li>Imagery for the website</li> <li>Multiple Matters Magazine</li> <li>Case Studies</li> <li>Social Media</li> <li>Email Newsletters</li> <li>Printed Publications</li> <li>Anything else that visually helps support the charity</li> </ul>	Consent	Photographs are kept indefinitely, and not destroyed unless requested by the individual. Individuals have the right to request photos be removed from websites and future versions of printed materials.
<b>External Data Controllers, such as Just Giving</b>	<p>If information is passed to Twins Trust from a third party fundraising platform, it will be with the consent of the individual. Twins Trust will inform the individual within 30 days, signposting to the Twins Trust privacy policy.</p>	Consent	Data imported from external fundraising sites will be set up as a registrant, if they consent to their data being shared. All privacy outlined in this document then applies in terms of what we do with the data, and what rights the data subject has to processing, and receiving marketing communications.