

## KarmaBank Data Protection and Privacy Policy (Updated April 2023)

KarmaBank does not track or sell data. We only collect and use your personal information to help solve your problems, improve our services and tackle wider issues in society that affect people's lives.

We only ask for the information we need. We always let you decide what you're comfortable telling us, explain why we need it and treat it as confidential.

When we record and use your personal information we:

- only access it when we have a good reason
- only share what is necessary and relevant
- don't sell it to anyone
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We collect and use the details you give us so we can help you. We have a 'legitimate interest' to do this under data protection law. This means it lets us carry out our aims and goals as an organisation. We'll always explain how we use your information.

At times we might use or share your information without your permission. If we do, we'll always make sure there's a legal basis for it. This could include situations where we have to use or share your information:

- to comply with the law – for example, if a court orders us to share information. This is called 'legal obligation'
- to protect someone's life – for example, sharing information with a paramedic if a client was unwell at one of our project locations. This is called 'vital interests'
- to carry out our legitimate aims and goals as a non-profit CIC – for example, to create statistics for local research or funding. This is called 'legitimate interests'
- for us to carry out a task where we're meeting the aims of a public body in the public interest – for example, delivering a government or local authority service. This is called 'public task'
- to carry out a contract we have with you – for example, if you're an employee we might need to store your bank details so we can pay you. This is called 'contract'
- to defend our legal rights – for example, sharing information with our legal advisors if there was a complaint that we gave the wrong advice
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We handle and store your personal information in line with the law – including the General Data Protection Regulation and the Data Protection Act 2018.

### Working on your behalf

We will request your express consent before we share information with a third party, eg a referral agency, local government or NHS.

### How KarmaBank collect your data

We get permission to collect information by getting your permission by signing our consent form and for of authority.

### How KarmaBank store your information

All client data is securely stored in Google Drive.

Contact Us” If you have any questions about how your information is collected or used, you can contact Marilena DeVita, [community@karmabank.co](mailto:community@karmabank.co)