

## PRIVACY STATEMENT

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Muslim Youth Helpline (MYH) are committed to ensuring that we are clear and transparent about how we use the personal data of those who access and engage with us and our services.

In this privacy statement we explain how we collect, store and use your personal data, whether you are accessing our services, making a donation or interested in becoming a member of the team.

Under data protection law, individuals have the right to be informed about how we use any personal data we hold about them. We comply with this right by providing 'privacy notices' to individuals where we are processing their personal data.

Muslim Youth Helpline, are the 'data controller' for the purposes of data protection law.

### **Personal data we collect**

Personal data is any information that can help identify you, this may include your name, email address and phone number.

When accessing our helpline services we ask if we can collect information from you such as your name or an alias, your location and age.

Depending on the nature of your conversation with our Helpline Team, you might choose to disclose other information which is considered sensitive personal information. This could include things such as your ethnicity, sexuality, details of your health and religious views.

### **Why we use this data**

MYH collect, store and handle personal data for a number of different reasons, such as to ensure we are able to process donations, to engage with our supporters and to recruit a growing Team.

On the Helpline we use your personal data to ensure that we are delivering an effective service, we achieve this by:

- Writing case notes that details the conversation you've had on the phone, Whatsapp, Instant Chat or email.
- Referring to these case notes if you contact us again for support
- Identifying trends on common concerns that young muslims are affected by

### **Our lawful basis for using this data**

We only collect and use personal information about you when the law allows us to. Most commonly, we use it where we need to:

- Comply with a legal obligation

Less commonly, we may also use personal information about you where:

- You have given us consent to use it in a certain way
- We need to protect your vital interests (or someone else's interests)

Where you have provided us with consent to use your data, you may withdraw this consent at any

time. We will make this clear when requesting your consent, and explain how you go about withdrawing consent if you wish to do so.

Some of the reasons listed above for collecting and using personal information about you overlap, and there may be several grounds which justify our use of your data.

### **How we store this data**

Personal data is stored in accordance with our GDPR Data Protection Policy.

Data is stored in our email lists, or securely on our servers, computers and case management system.

### **Data sharing**

We do not share information about you with any third party without your consent unless the law and our policies allow us to do so. Where it is legally required, or necessary (and it complies with data protection law) we may share personal information about you with:

- Government departments or agencies – to meet our legal obligations to share information
- Police forces, courts

### **Transferring data internationally**

Where we transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with data protection law.

### **Your personal information for marketing purposes**

Where you have given us consent to do so, we may send you marketing information by e-mail or text promoting our services, online content, events, campaigns, charitable causes or services that may be of interest to you.

You can "opt out" of receiving these texts and/or e-mails at any time by clicking on the "Unsubscribe" link at the bottom of any such communication.

### **Social media marketing**

We may use social media to communicate with you about campaigns, events or news. We do this in a number of different ways, including through posting on our own social media and by marketing on your social media.

One of the tools that we use to do this is provided by Facebook and is called a "custom audience". We upload your name and email address to Facebook in an encrypted format. Facebook then searches its own data for a match. Where a match is found, our marketing will start to appear on your news feed. We may also use the Facebook "lookalike" tool to help us find profiles of people who are similar to you and who may be interested in supporting our charity.

Once identified by Facebook they will also start to see our marketing in their news feed. We will only share your details with Facebook in this way if you have consented to us sending you marketing via email. You can contact us at any time to let us know that you would prefer us not to use your information in this way. You can also update your preferences within the social media site to stop receiving marketing.

## Your rights

### How to access the personal information we hold about you

Individuals have a right to make a 'subject access request' to gain access to personal information that the school holds about them.

If you make a subject access request, and if we do hold information about you we will:

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from you
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

You may also have a right for your personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a subject access request, please contact us on [info@myh.org.uk](mailto:info@myh.org.uk)

### Your other rights regarding your data

Under data protection law, individuals have certain rights regarding how their personal data is used and kept safe. You have the right to:

- Object to the use of your personal data if it would cause, or is causing, damage or distress
- Prevent your data being used to send direct marketing
- Object to the use of your personal data for decisions being taken by automated means (by a computer or machine, rather than a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
- Claim compensation for damages caused by a breach of the data protection regulations To exercise any of these rights, please contact us here:

## Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, including a complaint, please raise this with us in the first instance by emailing our **Data Protection Officer, Hadil Nour**, on [info@myh.org.uk](mailto:info@myh.org.uk)

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF



**Contact us**

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact us at [info@myh.org.uk](mailto:info@myh.org.uk)

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