

Data Privacy Policy

Introduction

Balloon Ventures is committed to safeguarding the privacy of those we hold data on, and to do so in an ethical and transparent manner. We believe it is important that individuals have access to and control over how their data is being used. We also want you feel confident that data held by us is stored securely. In this document, we outline:

- What information we collect
- Why we collect information
- How we collect information
- How long we store information
- How we share your information
- How we keep information secure
- How you can contact us

What information we collect

Balloon may collect and store a range of information about you. The main categories of information we collect are described below:

- **Identifying details** that you have shared with us, such as your name, date of birth and email address. This information may be used to contact you;
- **Financial details** that we have used to reimburse an expense claim or to pay for work delivered as an employee or contractor;
- **Physical or mental health details** that you have provided as part of the on boarding process for one of our volunteer programmes. This may have been used to assess the suitability of our programmes based on your needs, or to safeguard your well-being whilst on a programme.
- **Education and Employment details** that you have submitted as part of an application to volunteer or work with us.

Why we collect Information

We collect data to help us achieve our organisational goals. In practice, this means we may use data for several reasons, such as:

- to safely and professionally deliver programmes;
- to hire the right staff or volunteers;
- to meet our legal obligations and duty of care;
- to contact you with news about Balloon and its development;
- to help manage our online learning platform (Balloon Online).

Balloon seeks consent before we add people to our newsletter mailing list. We also have a very simple unsubscribe process should individuals no longer want to receive our newsletters (use the link in the bottom of the emails).

How we collect information

We collect information from a range of sources depending on the nature of your engagement with Balloon. In the significant majority of cases, information is collected directly from you. For example, you may:

- submit your email address to receive notifications about Balloon's work or to register for Balloon Online
- send us a CV and/or application form with identifying information when applying for a job or volunteer placement
- share your details with us after participating at an event or workshop

We also collect information when you visit our website, using Google Analytics. This information is collected automatically. It is also anonymised so your identity is protected.

How long we store information

We store information for different amounts of time depending on the type of information being stored and its purpose. Information will be stored for as long as is necessary to complete our work and the associated activities. For example, we will keep information about volunteers beyond the length of their placement so we can provide an accurate reference if requested or update them on a project they were involved with. We will also store information that is required to comply with relevant regulations and/or regulatory authorities.

You can contact us at any time to request that we remove or amend your personal information.

How we share information

Balloon will not share information about you with Third Parties unless:

- it is necessary to ensure our work is delivered in safely and legally
- we have secured your express consent

We do not transfer or sell your personal data for marketing purposes.

As Balloon works in countries other than the UK, there may be a legitimate need to transfer some of your information to countries outside of the European Economic Area. Where this is the case, your information will only be used to fulfil Vital Interests (e.g. reducing health or security risks), Legal Obligations (e.g. for confirmation of identity with work or volunteer permits) and our Legitimate Interests (e.g. to ensure we can monitor the impact of our work). This data will only be accessible to staff who need to see it for one of these purposes.

How we keep your information secure

Balloon aims to ensure that any information collected about you is stored and accessed in a systematic, secure and professional manner. Our approach is informed by a commitment to meet all legal requirements, and where possible reflects industry best

practice. We do regular reviews to ensure our data protection procedures are fit for purpose and being followed with the appropriate diligence and care.

How you can contact us

If you have any questions about this policy, or would like to exercise any of your data rights, please contact us via any of the following:

Email: info@balloonventures.com

Phone: 07857664987

Post: 73 Mount View Road, London N1 4SR

Further information

Regulations Governing Data Protection	Balloon's data processing is governed by the Data Protection Act 1998 (DPA 1998) and the EU General Data Protection Regulations (GDPR). The regulations put in place by the GDPR surpass the DPA 1998. The Information Commissioners Office governs data protection in the UK and enforces the EU GDPR.
Rights of Individuals	You have set rights under the GDPR. Your data rights are described here: Individual Rights .
Lodging Complaints	If you are not satisfied with how your data has been handled and have not received a satisfactory response from us, you should contact the Information Commissioners Office here: https://ico.org.uk/concerns/handling/