



Hi, we'd like to tell you a bit more about our Privacy and Data Policies. This is important, please read through this.

This Privacy Policy applies to information we collect about individuals who interact with our organisation. It explains what personal information we collect and how we use it.

Who are we?

We're Tempo and we operate Time Credits across the UK. We're registered as an England and Wales Charity with the Charity Number 1135143. Our registered address is Studio 301, Pelican House, 144 Cambridge Heath Rd, London, E1 5QJ

If you have any comments or questions about this notice, please [contact us](#).

Sometimes, we might need to change this policy so please check this page occasionally to ensure that you're happy with any changes. This Policy was last updated in January 2020.

How do we collect information from you?

We collect personal data from you:

- through our Membership form when you sign up to earn Time Credits
- when you sign up to our newsletters
- when you help us evaluate our Time Credit work.
- when you complete a contact form
- website activity collected through cookies

What type of information is collected from you?

If you enquire about our organisation and its work, we collect your name, email, organisation you work/volunteer for and if relevant your phone number. This is necessary for us to read and store your message so that we can respond in the way that you would expect.

If you want us to send you newsletters and marketing material, we collect your name, address, job title and organisation you work for if relevant, email address, IP address, and information regarding what pages on our website you visit.

If you become a Time Credits member, we will collect your name, address, email address and date of birth. We ask for your consent to also collect information on your health, income and ethnicity to help us learn who is using our services so we can improve them.

How is your information used?

We may use your information to:

- to deliver services as part of your Time Credits membership such as sharing Time Credit earning and spending opportunities and recording your Time Credit earning opportunities.
- to record your Time Credit balances and transactions in future.



- to provide newsletters and marketing about our services that you have chosen to receive. These may include information about buying Time Credits services, new services we offer or opportunities to earn or spend Time Credits.
- to carry out our obligations arising from any contracts entered into by you and us;
- to help evaluate our services so we can improve them.
- To seek your views or comments on the services we provide.
- To notify you of changes to our services.
- To process a grant or job application.

Who has access to your information?

If you've provided your information to receive newsletters or marketing material, Tempo never shares or sells access to your information to anyone else. Only Tempo will use this information.

If we've collected your personal information to join the Time Credit Network, your information will be shared and accessible to Tempo, the groups or voluntary organisations you earn Time Credits with and our independent evaluation partner. We ask for your permission to share your information with these organisations when you join the Network and need to do this so we can provide the Time Credits service to you. If you've agreed for us to do so, we may share your information with the funder of your local Time Credit Network, for example, if your local Council is taking over running your Time Credit Network.

We will only pass your details to third parties in the following circumstances:

Third Party Service Providers working on our behalf also help us deliver the Time Credits Network. When we use third party service providers, we only share the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

If we are using a third party purely for the purposes of processing data on our behalf and we have in place a data processing agreement with that third party that fulfils our legal obligations in relation to the use of third party data processors

There may be times when we are required to share your information by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Google Analytics

We track visitors to our website using Google Analytics, which logs your activity on our website. This helps us work out how we can improve the site. We store the data collected indefinitely, so we can see how use of our website changes over time. You can read more about the information Google Analytics collects on their website [here](#) and read their privacy policy [here](#).

Facebook advertising

We use Facebook Pixels to enable us to 're-target' website visitors with Facebook and Instagram adverts, and help us understand the effectiveness of those ads. The Facebook pixel is small piece of JavaScript code that we have incorporated into each of our web pages, this piece of code provides a series of functions for transmitting application-specific events and user-defined data to Facebook – basically it tells us that you've visited our website and in some cases whether you've taken an action, like downloading something if clicking a button.

If you'd like to revoke permissions for us and other advertisers to use your data to target you with Facebook pixels you visit Facebook's ad preferences page [here](#).

You can read Facebook's privacy policy [here](#).

How long do we keep your information?



If you're a Time Credits Network member, we'll keep your information for the duration of your membership, and remove your data securely within 18 months of when we're notified you have left the Network. If you've signed up to our newsletters, we'll keep your information until you choose to unsubscribe from the service. Sometimes, we're required to keep your information longer than this to meet UK law.

How can you ask us to update the information we hold on you, or ask to be removed from our records?

You can contact us to change the information we hold on you, how you'd like us to contact you or to have your information safely removed from our records at any time:

If you do not want to receive newsletters or marketing materials, you can opt out by:

- clicking the 'unsubscribe' link at the bottom of newsletters
- contact dataprotectionofficer@wearetempo.org
- Phone us on 029 2056 6132

If you are a Time Credits Network member and want to change the information we hold on you, or end your Time Credits membership you can:

- Contact the group or organisation you are earning Time Credits with and ask them to update the information we hold on you or remove you from the Network.
- Email dataprotectionofficer@wearetempo.org
- Phone us on 029 2056 6132

Online services and privacy

Tempo uses a number of online services to deliver Time Credits.

When you give us personal information over the internet, we take steps to ensure that it's treated securely. Any sensitive information is encrypted and protected with the following software: 128 Bit encryption on SSL.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Where do we store your information on the internet?

We ensure that all the services we use to store your information are held on servers within the European Union ("EU"). However, sometimes we may use third party services that are located outside of the EU. These countries may not have similar data protection laws to the UK.

By submitting your personal data to us, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

Use of 'cookies'

Where cookies are used to collect personal data, we list these purposes in section 1 above, along with other personal data that we collect. However, we also use some cookies that do not collect personal information but that do help us collect anonymous information about how people use our website. We use Google Analytics for this purpose. Google Analytics generates statistical and other information about website usage by means of cookies, which are stored on users' computers. The information collected by Google Analytics about usage of our website is not personally identifiable. The data is collected anonymously, stored by Google and used by us to create reports about website usage and improve the website. Google's privacy policy is available [here](#).

This site uses cookies – small text files that are placed on your device to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping baskets, and provide anonymised tracking data to third party applications like Google Analytics and Facebook.



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