

## PRIVACY NOTICE

Al-Quaim Islamic Mission is registered charity no 1051331 and is committed to processing data in accordance with its responsibilities under the GDPR laws. The charity has a valid lawful basis in order to process personal data.

### **What information we collect**

We only collect data that is required and necessary which could include details such as name, date of birth, email address, postal address, telephone number and bank account details where required as well as information you provide in any communications between us. You will have given us this information whilst making donation or registering as a member, joining the Madressa school or any of the other ways to interact with the centre and its office bearers.

This privacy notice informs you what to expect when **Al-Quaim Islamic Mission Slough** (referred hereafter as Al-Quaim Slough) or **Al-Quaim Slough Madressa** (referred hereafter as Madressa) collects personal information. It applies to information we collect about:

- Al-Quaim Slough Membership Form
- Standing Order Form and Gift Aid Form
- Donation via PayPal
- Students who enrol into the Madressa and their parents/guardians;
- Volunteer applicants, teachers and admin staff;
- People who use our services, e.g. who subscribe to our mailing list or request resources from us;
- People who share email or contact number for email/WhatsApp/SMS notifications
- People who register to our Madressa management system;
- Visitors to our website.

### **How we use information we collect**

We will mainly use this information:

- To process donations, to claim Gift Aid on your donations and verify any financial transactions.
- To update you with important messages about your donation or an event you have requested.
- To comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which require us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donations.
- To keep a record of your relationship with us.
- Where you volunteer with us, to administer the volunteering arrangement.

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We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as it is set out in any relevant contract you hold with us.

The data is processed lawfully, fairly and in a transparent manner in relation to the lawful purpose it has been collected.

We will not sell or rent your information in any way to third parties without your explicit consent.

### **Visitors to our website**

When someone visits our website, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

### **Use of cookies by our website**

Cookies are small pieces of data stored on a site visitor's browser, usually used to keep track of their movements and actions on a site. We use cookies to keep track of sessions of users on our website so that we can measure our site's performance. We do not use cookies to personally identify anyone. We use wix.com platform to host our website. Cookies are implemented in every site built by Wix and can be found at [www.wix.com](http://www.wix.com).

### **People who contact us**

All emails, including any attachments, are monitored and placed in secure hosting platform offered by the service provider for our website. Our newsletter and other communications are sent to mailing address. You may unsubscribe from the mailing list any time or contact us to remove your details.

### **People who make a complaint to us**

When we receive a complaint, we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint. We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a

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complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us, we will only use the information supplied to us to deal with the enquiry and any subsequent issues.

### **Volunteers, Teachers and former staff**

When individuals apply to volunteer at our Madressa, we will only use the information they supply to us to process their application. Where we want to disclose information to a third party, for example where we want to take up a reference or for Disclosure and Barring Service (DBS) we will not do so without informing them beforehand unless the disclosure is required by law.

Once a person has taken up a role within our Madressa, we will compile a paper data file for them. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's role. We may use some of this information to provide access to our online Madressa management system. Once their role has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it. The information provided may be stored electronically for our record and for Madressa management tool.

### **Students, Parents and Guardians**

When parents / guardians apply for admission at our Madressa, we will only use the information they supply to us to process their application. This data is retained locally in our office record and in a secure computer or hosting we use for management of our Madressa. Al-Quaim Slough is affiliated with **Majlis e Ulama e Shia (Europe)** and uses their Madressa Management System service, a secure web application accessed via web browser over the internet. Al-Quaim Slough have a secure domain in which Al-Quaim Slough students/parents, teachers/administrators' data will be stored. The URL for this service is [www.alquaim.madressa.org](http://www.alquaim.madressa.org).

Students and Parents/guardians information is stored locally in our office and may be stored in digital form in our computer or secure hosting platform for the purpose of management and record. We also manage a WhatsApp group where contact number of all parents is visible to other parents. This group is used for Madressa related communications. You can join the group using WhatsApp joining link or providing your consent to the Madressa admin to add you to WhatsApp group. You may exit the group anytime, however, we will not send notifications to individual contact numbers. While WhatsApp is an efficient way of communication, it doesn't inherently protect your phone number from the other users of the group.

### **Complaints or queries**

Al-Quaim Slough strives to meet the highest standards when collecting and using personal information. For

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this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Al-Quaim collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to [info@alquaim.co.uk](mailto:info@alquaim.co.uk) or to our centre's address as found on the contact us page.

### **Image and Video Recording**

We use CCTV image recording for safety reasons. Images and videos are recorded during events at our centres. These videos are shared publicly through our YouTube channel. During certain Madressa events, images of students may be taken and shared within parents' group or on social media. Madressa admin may be contacted to advise if you don't consent to such sharing.

### **Access to personal information**

Al-Quaim Slough Madressa tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 2018 and General Data Protection Regulation (GDPR). If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.
- Delete your personal data as per GDPR upon such request

To make a request to the ICO for any personal information we may hold you need to put the request in writing addressing it to us in email ([info@alquaim.co.uk](mailto:info@alquaim.co.uk)).

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us by email.

### **Disclosure of personal information**

In almost all circumstances we will not disclose personal data without consent. However, when we are required by law to share certain information with local authorities, the police or any other regulatory or government body for safeguarding purposes or other purposes relating to a child or vulnerable adult's wellbeing, we will comply with our obligations under law which may result in data being shared without consent.

### **Links to other websites**

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This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

### **Changes to this privacy notice**

We keep our privacy notice under regular review. This privacy notice was last updated on 31st October 2019. We reserve the right to amend the privacy notice in full or part at anytime, but we will inform those who have agreed to it.

### **How to contact us**

If you want to request information about our privacy policy you can email us on [info@alquaim.co.uk](mailto:info@alquaim.co.uk) or write to us at our office address found in our contact us page at our website or in the footer of this document.