

First Person Plural Privacy Policy

Privacy Statement

We want everyone who supports us and/or has contact with us for any reason to feel confident and comfortable with how we collect and hold personal information about you. We will collect, look after and use your personal information in accordance with the requirements of the General Data Protection Regulations 2018 (GDPR) which gives you rights over your personal data and gives us responsibilities in relation to how we collect, hold and process such data.

To this end we have updated our privacy policy which explains your rights in relation to any personal information we collect and hold about you. It explains who we are, what and why we collect and hold personal information, and how we use the personal data we hold. We recommend that you read this privacy policy in full to ensure you are fully informed.

1. [Who does this policy affect?](#)
2. [Who are we?](#)
3. [What information do we collect about you?](#)
[Cookies](#)
4. [How do we use your information?](#)
[Sensitive Personal Information](#)
5. [Where do we store your information?](#)
6. [Do we share your information with other organisations?](#)
7. [How long do we keep your information for?](#)
8. [Your rights.](#)

1. Who does this policy affect?

It affects anyone who has contact with us by phone, email, letter; or by completing and returning membership or event booking forms by post or electronically; or who provides personal information to us when attending events organised by us or at which we have a presence; or users of our website www.firstpersonplural.org.uk. Examples of groups it affects are our members, enquirers, donors, (including those who Gift Aid their donations), trustees, volunteers, employees, customers and suppliers.

This Privacy Policy may change so please remember to check back from time to time. This version was last updated on 25th May 2018. When we make any changes to this Privacy Policy, we will make this clear on our website or contact you.

First Person Plural Privacy Policy

If you have any questions or concerns about our use of your personal information, then please get in touch using the contact details provided in the section 2 [“Who are we?”](#)

We take your privacy seriously and are committed to protecting your personal data. We aim to be clear and open about our data and security practices.

2. Who we are and how to contact us.

First Person Plural is a registered in England & Wales as a charity (no. 1156602). Our purpose is to work to benefit people affected by complex trauma-related dissociative disorders. We are committed to protecting your personal information and will make every effort to ensure that your personal information is processed in a fair, open and transparent manner.

We are a "data controller" for the purposes of the Data Protection Act 1998 and the General Data Protection Regulations 2018. This means that we are responsible for and control the processing of any personal information we hold about you.

If after reading this policy you have further questions about our privacy practices, please contact us:

By email at: fpp@firstpersonplural.org.uk

Write to: First Person Plural,
Regent House,
Bath Avenue,
Wolverhampton,
WV1 4EG

3. What information do we collect about you?

We collect personal information about you when you:

- Register for membership
- Submit an on-line contact form on our website
- Send us an email
- Contact us by telephone
- Contact us by social media e.g. Twitter
- Send us information in the post
- Ask us for or otherwise consent to receiving updates about our training, our other activities or those of organisations with whom we have a collaborative relationship e.g. ESTD-UK, TAG, RAINS
- Book onto one of First Person Plural's training events or an ESTD-UK event for which we provide administrative support
- Make a donation

First Person Plural Privacy Policy

- Complete a Gift Aid form
- Order any of our products (e.g. DVDs)
- Contribute articles or other material for publication in our newsletter or to any online resource we may produce in the future

When we are relying on legitimate interest as our legal ground for processing your data as permitted by GDPR 2018, we do not need your express consent and may collect your personal information from sources in the public domain (e.g. paper & online directories, your own public website and similar) independently of the above processes for the purpose of marketing our training, products and services. We **do not use** automated digital trawling mechanisms to collect this information and you can unsubscribe at any time from mailings you receive from us. In addition you have the right to object to us using legitimate interest as our legal grounds for processing your information. See [Right to Object](#)

The information we collect may include:

- Your name
- Your contact details (postal address, phone number, email address)
- Academic qualifications & membership of professional bodies
- Your occupation
- Details of payments
- For the purposes only of monitoring and evaluating our services we may collect information about your race, gender, age, disability, marital status and sexuality but this information will not be stored in a way that could identify you
- For full members only - sensitive personal information about your health is collected indirectly as only people with personal lived experience of complex dissociative disorder are eligible for full membership.

We aim to ensure personal information we hold about you is accurate and up to date. We ask for your co-operation to do so. Please contact us to update, correct or remove information which may be inaccurate.

Cookies are small text files that are automatically placed onto your device via the browser (e.g. Microsoft Internet Explorer, Apple Safari, Google Chrome or Firefox) that you use to access a website that you visit. They are widely used to improve the performance of websites, for saving different options and to provide website owners with information on how their website is being used.

There are broadly four reasons why a cookie might be stored on your device when visiting the FPP website:

- Cookies that make the website work properly for you and enable you to make use of the secure online services that we provide
- Cookies that collect data about your use of the website which are then anonymised and used to help us improve our online services
- Cookies that remember your preferences and make the website easier for you to use

First Person Plural Privacy Policy

- Cookies that are placed by third party services we make use of to enhance the information we present online e.g. embedded You Tube videos or Twitter feed. We have no control over these third-party cookies.

By using our website, our social media pages (such as Twitter, YouTube), subscribing to our services, making a donation to us and/or shopping with us online, you agree that, unless you have set your computer's browser to reject them, we can place such cookies on your device and use that data in accordance with this Policy.

4. How do we use your information?

We collect information about you to:

- Manage your membership subscription.
- To process your donations or other payments, to claim Gift Aid on your donations where you have agreed to this and to verify any financial transactions.
- To provide the services or goods that you have requested.
- To update you with important administrative messages about your membership, an event or services or goods you have requested.
- To fulfil any contract, we have with you.
- To keep a record of your relationship with us.
- To administer any volunteering agreement we have with you
- To manage our human resources responsibilities and services, including legal requirements imposed by relevant acts of parliament, by HMRC and other government departments.

Your information may be viewed confidentially by employees and volunteers within First Person Plural. See also Section 6 - [Do we share personal information with other organisations](#)

Sensitive Personal Information

If you provide us with any Sensitive Personal Information by telephone, email or by other means, we will treat that information with extra care and confidentiality and always in accordance with this Privacy Policy.

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs.

First Person Plural Privacy Policy

We will only use this information for the purposes of dealing with your enquiry, membership application & services; administering training, quality monitoring or evaluating the services we provide.

We will not pass on sensitive personal information to anyone else without your express permission except in exceptional circumstances, where we are obliged to do so by law. Where you have given us your express consent or otherwise clearly indicated to us that you are happy for us to share (for example, by submitting an article containing sensitive personal information to our newsletter) we will only share the information for the purpose you have consented.

5. Where do we store your information?

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

Unfortunately, the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

6. Do we share your information with other organisations?

First Person Plural will not sell or otherwise pass your information to any third party except as follows. We use third party services to carry out some of our functions (e.g. Mailchimp for mass e-mailing to our membership etc., Bookwhen for training bookings, Proboards for our Full Members online forum), In doing so we may share some of your personal information with them or require them to collect this on our behalf. However, this is always limited only to the information required for the third party to carry out the function we subscribe to them for. We require the third parties we use to be compliant with GDPR 2018. The only other instance in which we will share your information with third parties without your consent is when we are legally required to do so.

7. How long do we keep your information for?

We only keep it for as long as is reasonable and necessary for the relevant activity and/or until you request we delete it. For example, we will remove members personal information soon after their membership expires, unless they renew; one off

First Person Plural Privacy Policy

enquirers will have their information removed as soon as we have sent any resources agreed in response to the enquiry, unless they consent to receiving further information from us; personal information of donors who gift aid their donations must be kept for a statutory minimum amount of time, but will be deleted soon after that.

8. Your rights.

You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by emailing fpp@firstpersonplural.org.uk, or writing to: First Person Plural, Regent House, Bath Avenue, Wolverhampton WV1 4EG. You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk>.

Access to your personal information: You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access in writing and provide us with evidence of your identity.

Right to object: You can object to our processing of your personal information where we are relying on the grounds of having a legitimate interest (or those of a third party), so do not have your express consent and there is something about your particular situation which makes you want to object to processing on these grounds. Please contact us as noted above, providing details of your objection.

Consent: If you have given us your consent to use personal information (for example, for marketing), you can withdraw your consent at any time.

Rectification: You can ask us to change or complete any inaccurate or incomplete personal information held about you.

Erasure: You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

Restriction: You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.

To find out more about this policy and how we look after your personal information, contact fpp@firstpersonplural.org.uk