

SATRO POLICY

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1. Overview

The privacy and security of your personal information is extremely important to us. This privacy policy explains how and why we use your personal data, to make sure you stay informed and can be confident about giving us your information.

We'll keep this page/document updated to show you all the things we do with your personal data. This policy applies if you're a supporter of SATRO (donor, funder, volunteer, customer, contractor) or if you use any of our services, visit our website, email, call or write to us. In certain circumstances we may also provide an extra privacy notice, which will always refer to this page/document.

We'll never sell your personal data and will only share it with organisations we work with when it's necessary and the privacy and security of your data is assured.

SATRO's Data Protection Policy outlines our commitment to safe and secure handling and processing of data. A copy of this is available by emailing us at contactus@satro.org.uk

2. Who are 'we'?

In this policy, whenever you see the words 'we', 'us', 'our', 'SATRO', it refers to Surrey SATRO as an educational charity (our Registered Charity number is 1040572).

SATRO delivers a range of programmes designed to inspire young people with regards to STEM (Science, Technology, Engineering and Maths) learning, Construction, Mentoring, Research Work Placements and associated careers education, as well as collaboration with other organisations.

If you have any questions in relation to this privacy policy or how we use your personal data they should be sent to the CEO, Surrey Technology Centre. 40 Occam Road, Surrey Research Park, Guildford, GU2 7YG.

3. What personal data do we collect?

We collect personal data in connection with specific activities such as booking an event or programme, event or programme participation or attendance, donations, funding, volunteering, collaboration, services provided and employment etc. We will only collect the personal data that we need.

You can give us your personal data by filling in forms on our website, contacting us via social media, or by corresponding with us (by phone, email or letter).

4. Personal data provided by you

This includes information you give when interacting with us, for example booking an event, participation in a programme, making a donation, registering to be a volunteer or communicating with us. For example:

- Personal details (name, date of birth, email, address, telephone, and so on)
- Financial information (payment information such as credit or debit card or direct debit details and whether donations are gift-aided)
- Your opinions and attitudes about SATRO activities and your experiences of them

If you are the teacher or parent of a student who participates in a programme, your details will be recorded and your association with that relationship.

5. Personal data created by your involvement with us

Your activities and involvement with us will result in personal data being created. This could include details of how you've helped us by volunteering or being involved with our programmes and activities. If you decide to donate or fund us then we'll keep records of when and how much you give to a particular cause.

6. Information from third parties

We access external data readily available in the public domain (e.g. government websites) and combine it with your personal data at an aggregated level to ensure our data is kept up to date. For example, school contact details and organisations such as career hubs.

7. Sensitive personal data

At times we'll collect sensitive personal data for Equal Opportunities monitoring, as well as researching whether we deliver great experiences for everyone, but this is only ever analysed at an aggregate level i.e. It will not be possible to identify your data from others.

8. How we use your personal data

We'll only use your personal data on relevant lawful grounds as permitted by the Data Use and Access Act 2025 (DUAA) which amends, but does not replace, the UK General Data Protection Regulation (UK GDPR)/ Data Protection Act 2018 (DPA) and Privacy of Electronic Communication Regulation (PECR).

Personal data provided to us will be used for the purpose or purposes outlined in any fair processing notice in a transparent manner at the time of collection or registration where appropriate, in accordance with any preferences you express. If asked by the police, or any other regulatory or government authority investigating suspected illegal activities, we may need to provide your personal data.

Your personal data may be collected and used to help us deliver our charitable activities, help us raise funds, or complete your request. Below are the main uses of your data which depend on the nature of our relationship with you and how you interact with our various services, website and activities.

9. Marketing communications

Your privacy is important to us, so we'll always keep your details secure. We'd like to use your details to keep in touch about things that may matter to you. If you choose to hear from us we may send you information based on what is most relevant to you or things you've told us you like. We may also show you relevant content online. This might be about volunteering with us, events, fundraising, or sharing good news.

We'll only send these to you if you agree to receive them and we will never share your information with companies outside SATRO for inclusion in their marketing. If you agree to receive such marketing information from us you can change your mind at a later date by emailing contactus@satro.org.uk or unsubscribing.

However, if you tell us you don't want to receive such marketing communications, then you may not hear about events or other work we do that may be of interest to you.

We may sometimes use third parties to capture some of our data on our behalf, but only where we are confident that the third party will treat your data securely, in accordance with our terms and in line with the requirements set out in the GDPR (General Data Protection Regulation).

We'll always act upon your choice of how you want to receive communications (for example, by email, post or phone). However, there are some communications that we need to send. These are essential to fulfil our promises to you as a volunteer, donor/funder or buyer/user of our services. Examples are:

- Transaction messaging, such as purchase/booking confirmations,
- Delivery and participation in a programme to a school, organisation or student,
- Supporter related mailings such as relevant newsletters, notice of applicable events and end of grant reports.

10. Fundraising, donations and legacy pledges

We may invite you to support our valuable work by making a donation, getting involved in fundraising activities or leaving a gift in your will.

We may also invite some supporters to attend special events to find out more about the ways in which donations and gifts in wills can make a difference to specific projects and to our cause. We'll also send you updates on the impact that you make by supporting us in this way, unless you tell us not to.

If you make a donation, we'll use any personal information you give us to record the nature and amount of your gift, claim gift aid where you've told us you're eligible and thank you for your gift. If you interact or have a conversation with us, we'll note anything relevant and store this securely on our systems.

If you tell us you want to fundraise to support our cause, we'll use the personal information you give us to record your plans and contact you to support your fundraising efforts.

If you've told us that you're planning to, or thinking about, leaving us a gift in your will, we'll use the information you give us to keep a record of this – including the purpose of your gift, if you let us know this.

If we have a conversation or interaction with you (or with someone who contacts us in relation to your will, for example your solicitor), we'll note these interactions throughout your relationship with us, as this helps to ensure your gift is directed as you wanted.

Charity Commission rules require us to be assured of the provenance of funds and any conditions attached to them. We follow a due diligence process which involves researching the financial soundness, credibility, reputation and ethical principles of donors who've made, or are likely to make, a significant donation to SATRO.

As part of this process, we'll carry out research using publicly available information and professional resources. If this applies to you, we'll remind you about the process when you make your donation.

11. Management of volunteers

We need to use your personal data to manage your volunteering, from the moment you enquire to the time you decide to stop volunteering with us. This could include contacting you about volunteering opportunities or activities we think you might be interested in, and to recognise your contribution.

It could also include information from us about things happening where you volunteer and about your volunteering, including asking for your opinions on your volunteering experience. We may also share examples of this experience with funders to help them monitor how their funding is making a difference.

12. Programme/event booking and management

We process customer data in order to fulfil programme/event bookings and associated regular activities. Your data will be used to communicate with you throughout the process, including to confirm the event, to clarify where we might need more detail to fulfil a booking. We may also hold dietary requirements and mobility/access needs for events.

13. Registration of Learners on a SATRO programmes

We register students for specific SATRO events and programmes, which may include qualifications with Awarding Bodies which may require specific information for registration. We may request further information on learning needs or disability, this will be provided by your school and will only be used to support learning. That data may be uploaded, as required, to the relevant Awarding Body websites with eventual details of grading of work submitted.

We may ask the school to provide sensitive personal data (e.g. ethnicity). This data is collected to support funding applications to support access to our programmes. We only use it at an aggregate level for reporting (e.g. equal opportunities monitoring).

14. Feedback and Complaints

We use feedback from our supporters, customers, staff and volunteers on their experience with us. We use this feedback to improve the experiences that we offer and ensure we know what is relevant and interesting to you.

Feedback is optional and you can choose not to take part. In particular we may ask you to provide sensitive personal data (e.g. ethnicity). You don't have to provide this data and where applicable we also provide a 'prefer not to say' option. We only use it at an aggregate level for reporting (e.g. equal opportunities monitoring).

Whilst we make every effort to meet peoples' expectations, circumstances may arise where an individual has a concern and wishes to bring this to our attention. We will take all reasonable steps to resolve the situation, in everyone's best interests.

For very serious concerns, such as individual's safety being placed at immediate risk, take such action as is appropriate. For example, by calling the emergency services.

Informal Complaints

Anyone who has a concern should initially raise this with a member of our team at the time, as this enables us to respond and deal with an issue quickly.

We will seek to resolve this and meet any reasonable expectations the individual may have, ideally to his or her satisfaction. If unable to, make a note of:

- The complainant's name and contact details, unless he/she is unwilling to provide these.
- The nature of his/her concern and anything that he/she wished to be done about it.
- The circumstances surrounding the complaint, including when, where any action that was taken and the details of others who were present/involved.

Advise the complainant that they can ask for their concern to be passed to the **Chief Executive**.

Formal Complaints

Where an individual wishes to make a formal complaint, he/she should be provided with the email address of the **Chief Executive** and/or our registered address, as they wish. Correspondence should be marked private and confidential. He or she should be provided with a copy of this policy by post or email.

To help resolve the complaint as quickly and effectively as possible, the individual making the complaint should do so as soon as possible and should include in it:

- Name, organisation (if relevant), address, telephone number and email.
 - If you do not wish to be contacted in a particular way, please let us know and we will of course respect this.
- Up to 500 words - as much relevant information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- Up to 150 words - what it is you felt to be unsatisfactory.
- Up to 150 words - what you believe should be done to address your concern.

We will consider only information relevant to the issue being complained about. Additional narrative, commentary, or unrelated material may not be reviewed.

Receipt will be acknowledged, if possible, within 7 working days. The complaint will then be investigated. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, the trustee will contact the person complaining to request this.

A response will be sent within 14 working days. If this is not possible, a holding reply will be sent after 14 days advising when we estimate the investigation will be completed. The complaint response will explain our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act, which will almost certainly not allow us to disclose sensitive personal information.

If the complainant is not satisfied with the response, he or she may appeal the decision, by writing to the **Deputy Chair of Trustees**, the contact details of whom will be included in our response. Appeals must be submitted within 28 days of our response to the complaint.



The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this.

A decision will be notified within 28 days and will be final.

15. Further Information

For any further information or clarification in regard to our Privacy Policy and Data Protection Policy please contact us with full details of your request or call us:

- Email: contactus@satro.org.uk
- Phone: 01483 688070
- Write to: Chief Executive, SATRO, Surrey Technology Centre, 40 Occam Road, Surrey Research Park, Guildford, GU2 7YG.