

Privacy Policy

Centrepoint treats personal data with the highest importance. This Privacy Policy explains how we collect, use, store, and protect personal data in compliance with the Swiss Data Protection Act (DPA) and Ordinance (DPO), effective 1 September 2023 and the EU General Data Protection Regulation (GDPR), effective 25 May 2018.

By using our website, participating in our activities, or becoming a member, your personal data is processed as described in this Privacy Policy and in accordance with applicable data protection laws.

1 Member Data

1.1 Collection

- During membership application via our online form on our website, we collect:
 - Mandatory data: first name, last name, gender, date of birth, email address, postal address, nationality, first language, how the applicant found out about Centrepoint, consent to receive post and emails, confirmation of reading and abiding by Centrepoint's **Privacy Policy** and **Membership Policy**, and confirmation that the applicant is over 18 years of age;
 - Optional data: title, telephone number, what Centrepoint offers applicants want to try.
- While a Centrepoint member, the following data may also be collected:
 - Volunteering dates and roles, participation in activity groups, language conversation groups or events.
- Whenever anyone accesses the Centrepoint website or Centrepoint's social media pages the following information is recorded:
 - IP address, date and time, browser request. Cookie settings are also collected if applicable (see Centrepoint's **Cookie Policy** for details).
- In addition to personal data, with their consent photographs and videos of members may be taken (see Centrepoint's **Photography and Video Policy** for details).

1.2 Usage

- Member data is used to:
 - Process membership applications and renewals.
 - Process reimbursements or refunds to members.
 - Communicate about activities, events, and volunteering opportunities (members can opt out of non-essential communications).

- Analyse aggregated data to improve services (e.g., Google Analytics; see [Cookie Policy](#) for more details).

1.3 Storage

- Data is stored securely by Centrepoint in Wild Apricot (membership database), Dropbox (document storage), and SmugMug (photos/videos).
- Some servers are located outside Switzerland; transfers comply with legal safeguards (e.g., Standard Contractual Clauses).
- Member data is retained for up to three years after membership ends unless anonymised for research/statistics.
- Archived data is deleted securely once retention periods expire.

1.4 Access and Security

- Members can view and edit their personal data via their secure "personal profile" via the Centrepoint website.
- Default privacy settings: no data is visible to other members unless the member chooses otherwise (by changing their privacy settings within their "personal profile").
- Volunteers with data access must sign confidentiality agreements.
- Centrepoint does not share member data with any third-party individuals or organisations unless there is a legal obligation to do so.
- SSL (secure socket layer) encryption is used on the website.

2 Non-Member Data

- Collected at events (name, email) with explicit consent.
- Used for up to two years to inform about Centrepoint activities.
- Stored securely in Wild Apricot and Dropbox and archived after two years.

3 Cookies and Analytics

- We use cookies as described in our [Cookie Policy](#).
- Functional cookies are always active; non-essential cookies (preferences, statistics, and marketing) require consent, as described in our [Cookie Policy](#).
- Google Analytics data is aggregated and anonymised where possible and is not used to identify you directly.

4 Your Rights

- You have the right to:
 - Access your personal data.

- Correct inaccurate data.
- Delete data (subject to legal retention obligations).
- Restrict or object to processing.
- Receive a copy of your data in a portable format.
- Withdraw consent at any time.
- Requests should be sent to secretary@centrepoin.ch. We respond within 30 days.

5 Marketing Communications

- Members and non-members can opt out of non-essential communications at any time via links in emails, account settings, or by contacting secretary@centrepoin.ch.

6 Data Breach Notification

- In the unlikely event of a data breach affecting personal data, Centrepoint will:
 - Take all reasonable steps to mitigate the breach.
 - Notify affected individuals and authorities where legally required.

7 Policy Updates

- We may update this policy at any time to meet legal requirements or improve processes.
- Updates are published on our website. Significant changes are communicated to members.

8 Questions

- If you have any questions about our Privacy Policy or personal data, please contact:

Board Secretary
Centrepoint
Im Lohnhof 8, 4051 Basel, Switzerland
Email: secretary@centrepoin.ch