

NEWARK & SHERWOOD CVS PRIVACY NOTICE

At Newark & Sherwood CVS we are committed to protecting and respecting your privacy.

This Privacy Statement explains when and why we collect personal information about the people who use our services and how we use it, the conditions under which we may disclose it to others and how we keep it secure. For further information about our Data Protection policies and practices please see our GDPR & Confidentiality Policy and Volunteers Privacy Notice which can be found here: Our Privacy Statements can be found at: www.nansdscvs.org/about/privacy

Any questions regarding this policy and our privacy practices should be sent to: information@nansdscvs.org or write to us at Newark & Sherwood CVS, Castle House, Great North Road. Newark NG24 1BY.

Who are we?

We're Newark & Sherwood CVS and our aim is to support and develop local organisations; promote and encourage local voluntary activities in the Newark & Sherwood area.

Principles

- Working with the Community, for the Community
- Promoting Voluntary Action in Newark and Sherwood
- Developing and maintaining links with a wide range of Voluntary and Community organisations
- Values the unique vision that it's local communities bring to the innovation, development and delivery of its services
- Committed to the delivery of quality services that deliver value for money

Core Functions

- Co-ordination and liaison
- Representation and consultation
- Development and support of voluntary and community groups
- Practical support services
- Promotion of partnership working

Newark & Sherwood Community & Voluntary Service is a Registered Charity (No 1015841) and a Company Limited by Guarantee (No 2693602). Our registered address is Newark & Sherwood CVS, Castle House, Great North Road. Newark NG24 1BY.

How do we collect information from you?

Newark & Sherwood CVS will be what's known as the 'Controller' of the personal data you provide to us.

We obtain information about you when you contact us about using our services, for example, Dementia or Transport or if you register to receive our newsletter.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information about your health depending on which service you use. If you are an employee, then the information we collect will also include your NI number. If you receive any payments from us e.g. salary, expenses, then your bank details are held not held by us but are held by CAF bank; who CVS bank with.

How is your information used?

We may use your information to:

- process a donation that you have made;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about local events for volunteers, our e bulletin
- process a grant or job application
- deliver a specific service e.g. Volunteer Transport Service

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 HMRC for Employees). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

How long we keep it

Retention of information varies but is not held for longer than is necessary and will only be retained for legitimate business use for example we are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years plus current after which time it will be destroyed.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf

We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to our volunteer drivers in order to deliver the service to you). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and where we have a contract in place that requires them to keep your information secure and only to use it for the specific purpose in which it is given.

Third Party Product Providers we work in association with

Our newsletter is provided through Mailchimp, who are based in United States of America. Subscribers personal data will be transferred to MailChimp and processed by MailChimp who will perform activities such as the collection (e.g. via sign-up forms) and storage of personal data (e.g. in order to allow us to create and use distribution lists to send newsletters) and the transfer of personal data to MailChimp's sub-processors (who perform some critical services, such as helping MailChimp prevent abuse)

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive communications from us then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information or you can withdraw your consent via information@nandscvs.org or write to us at: Newark & Sherwood CVS, Castle House, Great North Road. Newark NG24 1BY Alternatively, you can telephone **01636 679539**.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or if you think that any of the other information we hold is inaccurate or out of date, please email us at: information@nandscvs.org or write to us at: Newark & Sherwood CVS, Castle House, Great North Road. Newark NG24 1BY Alternatively, you can telephone **01636 679539**.

You have the right to ask for a copy of the information Newark & Sherwood CVS hold on you; we will respond to your request within the current legal timescales of one month.

Security precautions in place to protect the loss, misuse or alteration of your information

All the personal data we process is processed by our staff in the UK; when you give us personal information, we take steps to ensure that it's treated securely and have strict data protection protocols in place - for example staff have individual passwords to access files and access is restricted to personnel on a strictly 'need to know' basis.

Office 365

At N&S CVS we use a cloud based system Office 365 which meets international security standards e.g. ISO, HIPPA.

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 we have given (or where you have chosen) a password which enables you to access for example passenger details to drivers, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Databases

Any personal information given to us and stored on our database is treated securely. Please see our Volunteer privacy policy for further information.

Website: www.nandscvs.org

Cookies

Cookies are a common Internet technology. Many websites use cookies to provide useful features for their users. Cookies are small files that are written or downloaded to your computer's hard drive when you access a website.

Use of 'cookies'

We use cookies to store and quickly retrieve login information on your computer and provide data that we can use to improve the quality of our service. When someone visits our website we 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 our website. We collect this information in a way which does not identify anyone.

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We use Google Analytics to help analyse use of our Website. This analytical tool uses 'cookies', which are text files placed on your computer, to collect standard internet log information and visitor behaviour information in an anonymous form. The information generated by the cookie about your use of the Website (including your IP address) is transmitted to Google. This information is then used to evaluate visitors' use of the Website and to compile statistical reports on Website activity for us. We will not (and will not allow any third party) to use the statistical analytics tool to track or to collect any personally identifiable information of visitors to our Website.

Disabling and enabling cookies

You have the ability to accept or decline cookies by modifying the settings on your internet browser. However, please note you may not be able to take full advantage of the functionality of our website if you do so.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to N&S CVS and where appropriate our our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, we will ask for your parent/guardian's permission for you to provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through our website, VC connect and mailchimp, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, 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.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

<https://nandscvs.sharepoint.com/sites/Organisation/Policies and Procedures/Current Policies updated 2016 2018/Privacy Notice GDPR May 2018.docx>

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Review of this Policy

We keep this Policy under regular review.

DOCUMENT CONTROL		POLICY Category	HR
Policy	<i>PRIVACY STATEMENT GDPR</i>		
Author	Madeleine O'Sullivan	Version No	1
Reviewer	Helen Stanbridge	Implementation Date	May 2018
Status	Completed	Next Review Date	May 2019
Signed By			
Responsible Director	Chair	Last Review Date	N/A