

CVSBEH Privacy Notice 2021



Who are we?

We are the CVS for Broxbourne and East Herts (referred to within this notice collectively as “we” or “us”). Our Head Office address is the Nigel Copping Community Building, Sanville Gardens, Stanstead Abbots, SG12 8GA. You can contact us via post at this address, via email at admin@cvsbeh.org.uk or by telephone on 0300 123 1034.

Our appointed Data Protection Officer is Sarah Forbes. You can contact her about any enquiries regarding the use of your personal data via post at the address above, via email at sarah@cvsbeh.org.uk or by telephone on 0300 123 1034.

We have developed this Privacy Notice in order to be as transparent as possible about our Database and the personal information that we hold for you. This Privacy Notice has been written for all individuals for whom we hold data for and is contained within our Databases (referred to in this notice as “you”). We treat data privacy very seriously and comply with all aspects of the United Kingdom’s Data Protection Legislative Framework which includes the GDPR for which a copy of our policy can be requested.

Categories of Personal Information

The following categories of personal information are held within our Databases:

- First and last name
- Your preferred salutation
- Any honours that you have
- Organisation
- Job Title
- Contact address (es)
- Contact email address (es)
- Contact telephone number (s)
- Emergency contact number (s) – Staff, Trustees, Volunteers and Learners
- Date of Birth – Staff, Trustees, Volunteers and Learners
- Details of your interests in the third sector and communication preferences
- Bank Details as needed for payments including staff and volunteers

We also keep details of your gender, racial or ethnic origin and physical or mental health or condition if you have provided these to us voluntarily.

What is the Personal Information Used for?

The main purpose of the Databases is to enable us to manage our communications with people and organisations that wish to hear from us. Using the personal information in the database we can send communications that we think will be of interest to you by email, phone, SMS, post, social media and other digital channels. We use our Databases to ensure that we have the facility which enables you to manage the communications you receive more effectively.

We can also use the Databases to provide insight and analysis to help us continually improve our effectiveness of our communications, develop the products and services we offer member organisations, monitor the reach of our communications and the diversity of the recipients and provide reports to funders and regulators.

Please note in the case of information given in relation to your gender, racial or ethnic origin and physical or mental health or condition it will only ever be used for statistical and monitoring purposes on an anonymised basis.

The Legal Basis

We will only store your personal information in our databases where we can do so lawfully. The data protection legislative framework provides for a limited number of reasons for processing personal information.

We are relying on the following lawful bases to process general information: -

- Where we have your consent
- Where our processing of your personal data is in the public interest
- Where our processing of your personal data is necessary for our legitimate interests or those of a third party and are not overridden by your privacy rights

In this case the legitimate interests are those of our members who wish to communicate with interested people about their work and the services that they offer. We also have a legitimate interest of wishing to share resources and work collaboratively by having effective databases. We believe that this is also in the public interest.

Your privacy rights are protected because the Database stores only basic information about you, there is a strict protocol of who can access your personal information and you have the ability to control your communication preferences. You can also object to us storing and using your personal information at any time.

Who can access your Personal Information?

As the CVS for Broxbourne and East Herts are responsible for managing the Databases, a small number of staff can access all the information it contains and which is securely password protected.

Your Communication Preferences

Please inform us if you would like to update or amend your current communication preferences at any time. Please note it may take up to a week for any changes to be processed.

How long we will keep your personal information

The Data Protection Legislative Framework places an obligation on us to review the length of time for which we keep personal information. We are only required to keep your personal data as long as it is necessary for us to do so. We only intend to keep your information in an identifiable form while you remain happy for us to do so and to keep receiving communication from us.

Individual Rights

You have a number of rights in relation to the personal information we have about you. If you wish to exercise any of these rights, please contact us in one of the ways listed above.

- You have a right of access to the personal information we hold about you
- You have the right to correct any information we have about you, should you think that it is wrong or incomplete
- You have a right to object to our use of your personal information for direct marketing purposes. If you no longer wish to receive communications from us, please contact us.
- You have the right to ask us to delete your information. You should be aware that if we do this, we will have no record of the fact that you have asked us not to receive communications from us. It is therefore possible that you may start to receive communications from us at some point in the future, if we obtain details from a different source
- Where our processing of your personal information is based upon your consent, you will have the right to withdraw it any time. Please contact us if you want to do so.

Your right to complain

If you have a complaint about the way that we use your information, you are able to contact the Information Commissioners Office via their website (www.ico.org/concerns) or write to them at: -

Information Commissioners Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF