



Community&Voluntary Services Privacy Policy

Introduction

This notice applies across all information recording formats, forums and venues used by Community&Voluntary Services.

When we say 'personal data' we mean identifiable information about you, eg. name, email, address, telephone number, support queries, community comments and so on. If you can't be identified (for example, when personal data has been aggregated and anonymised) then this notice doesn't apply.

We may need to update this notice from time to time. Where a change is significant, we will let you know.

Who are 'we'?

When we refer to 'we' (or 'our' or 'us'), that means Community&Voluntary Services. Our offices are based at Western House, 3 Dungannon Road, Coalisland. Co. Tyrone BT71 4HP

We provide a wide range of services to community and voluntary groups and to not for profit organisations.

Our principles of data protection

Our approach to data protection is built around four key principles. They're at the heart of everything we do relating to personal data.

Transparency: We take a human approach to how we process personal data by being open, honest and transparent.

Enablement: We enable connections and efficient use of personal data to provide efficient services.

Security: We use industry leading methods to securing the personal data entrusted to us.

Stewardship: We accept the responsibility that comes with processing personal data.

How we collect your data

When you visit our website or use our services, we collect personal data. The ways we collect it can be broadly categorised into the following:

Information you provide to us directly: When you visit or use some parts of our websites and/or services we might ask you to provide personal data to us. For example, we ask for your contact information, participate in community forums, join us on social media, take part in training and events, contact us with questions or request support. If you don't want

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to provide us with personal data, you don't have to, but it might mean you can't use some parts of our websites or services.

Information we collect automatically: We do not collect any information automatically through any of our recording or formats or forums. This includes tracking cookies, ip address or other information that may identify you.

Information we get from third parties: The majority of information we collect, we collect directly from you. We may also receive information about you from partner or other service providers such as health trusts or local council departments. We use this information to supplement the personal data we already hold about you, in order to better inform, personalise, deliver and improve our services, and to validate the personal data you provide.

Where we collect personal data, we'll only process it:

- to perform a contract with you, or
- where we have legitimate interests to process the personal data and they're not overridden by your rights, or
- in accordance with a legal obligation, or
- where we have your consent.

If we don't collect your personal data, we may be unable to provide you with all our services.

How we use your data

First and foremost, we use your personal data to provide you with any services you've requested, and to manage our relationship with you. We also use your personal data for other purposes, which may include the following:

To communicate with you. This may include:

- providing you with information you've requested from us (like training or education materials) or information we are required to send to you
- operational communications, like changes to our website and services, security updates, or assistance with using our website and services
- asking you for feedback or to take part in any research we are conducting.

To support you: This may include assisting with the resolution of support issues or other issues relating to the website, services, by telephone, email, in writing or otherwise.

To protect: So that we can detect and prevent any fraudulent or malicious activity, and make sure that everyone is using our website and services fairly and in accordance with our aims and objectives.

To analyse, aggregate and report: We may use the personal data we collect about you and other users of our website and services to produce aggregated and anonymised analytics and reports, which we may share publicly or with third parties.

How we can share your data

There will be times when we need to share your personal data with third parties. We will only disclose your personal data to:

- third party service providers and partners who assist and enable us to use the personal data to, for example, support delivery of or provide functionality on the website or services,
- regulators, law enforcement bodies, government agencies, courts or other third parties where we think it's necessary to comply with applicable laws or regulations, or to exercise, establish or defend our legal rights. Where possible and appropriate, we will notify you of this type of disclosure,
- other people where we have your consent.

Security

Security is a priority for us when it comes to your personal data. We're committed to protecting your personal data and have appropriate technical and organisational measures in place to make sure that happens.

To keep up to date on known phishing and other scams targeting our community, and for information on how to protect yourself from them, contact the security manager.

Retention

The length of time we keep your personal data depends on what it is and whether we have an ongoing operational need to retain it (for example, to provide you with a service you've requested or to comply with applicable legal, tax or accounting requirements).

We'll retain your personal data for as long as we have a relationship with you and for a period of time afterwards where we have an ongoing operational need to retain it, in accordance with our data retention policies and practices. Following that period, it will be deleted or anonymised.

Your rights

It's your personal data and you have certain rights relating to it. When it comes to communications and or other uses deemed necessary to provide a service to you.

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You also have rights to:

- know what personal data we hold about you, and to make sure it's correct and up to date
- request a copy of your personal data, or ask us to restrict processing your personal data or delete it
- object to our continued processing of your personal data

You can exercise these rights at any time by sending an email to youcanhelp@live.co.uk

If you're not happy with how we are processing your personal data, please let us know by sending an email to youcanhelp@live.co.uk. We will review and investigate your complaint, and try to get back to you within a reasonable time frame. You can also complain to your local data protection authority. They will be able to advise you how to submit a complaint.

How to contact us

We're always keen to hear from you. If you're curious about what personal data we hold about you or you have a question or feedback for us on this notice, our website or services, please get in touch.

As an environmentally friendly organisation, we prefer to communicate with you by email – this ensures that you're put in contact with the right person, in the right location, and in accordance with any regulatory time frames.

Our email is youcanhelp@live.co.uk

Our web address is www.youcanhelp.org

Our telephone number is **07843 478433**