



Bournemouth CVS

Registered Charity No: 1081381

Company Reg'd in England & Wales No: 4024662

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Data Protection Policy

This policy applies to all staff, trustees and volunteers of Bournemouth Council for Voluntary Service (BCVS).

Section A – What this policy is for

1. Policy statement

1.1 BCVS is committed to protecting personal data and respecting the rights of our **data subjects**; the people whose **personal data** we collect and use. We value the personal information entrusted to us and we respect that trust, by complying with all relevant laws, and adopting good practice.

We process personal data to help us:

- a) maintain our list of members, local organisations and regular users of services;
- b) provide information, advice and support to organisations and those looking to volunteer;
- c) provide services to individuals in the community;
- d) safeguard children, young people and adults at risk;
- e) recruit, support and manage staff and volunteers;
- f) undertake research;
- g) maintain our accounts and records;
- h) promote our goods and services;
- i) maintain the security of property and premises;
- j) respond effectively to enquirers and handle any complaints.

1.2 This policy has been approved by BCVS's Charity Trustees who are responsible for ensuring that we comply with all our legal obligations. It sets out the legal rules that apply whenever we obtain, store or use personal data.

2. Why this policy is important

2.1 We are committed to protecting personal data from being misused, getting into the wrong hands as a result of poor security or being shared carelessly, or being inaccurate, as we are aware that people can be upset or harmed if any of these things happen.

2.2 BCVS will:

- a) comply with both the law and good practice
- b) respect individuals' rights
- c) be open and honest with individuals whose data is held

- d) provide training and support for staff and volunteers who handle personal data, so that they can act confidently and consistently
- 2.3 This policy sets out the measures we are committed to taking as an organisation and, what each of us will do to ensure we comply with the relevant legislation and good practice.
- 2.4 In particular, we will make sure that all personal data is:
- a) processed **lawfully, fairly and in a transparent manner**;
 - b) processed for **specified, explicit and legitimate purposes** and not in a manner that is incompatible with those purposes;
 - c) **adequate, relevant and limited to what is necessary** for the purposes for which it is being processed;
 - d) **accurate** and, where necessary, up to date;
 - e) **not kept longer than necessary** for the purposes for which it is being processed;
 - f) processed in a **secure** manner, by using appropriate technical and organisational means;
 - g) processed in keeping with the **rights of data subjects** regarding their personal data.

3. How this policy applies to you & what you need to know

- 3.1 **As an employee, trustee or volunteer** processing personal information on behalf of BCVS, you are required to comply with this policy. If you think that you have accidentally breached the policy it is important that you contact our Data Compliance Officer immediately so that we can take swift action to try and limit the impact of the breach.

Anyone who breaches the Data Protection Policy may be subject to disciplinary action, and where that individual has breached the policy intentionally, recklessly, or for personal benefit they may also be liable to prosecution or to regulatory action.

- 3.2 **As a manager:** You are required to make sure that any procedures that involve personal data, that you are responsible for in your area, follow the rules set out in this Data Protection Policy.
- 3.3 **As a data subject of BCVS:** We will handle your personal information in line with this policy.
- 3.4 **As an appointed data processor/contractor:** Companies who are appointed by us as a data processor are required to comply with this policy under the contract with us. Any breach of the policy will be taken seriously and could lead to us taking contract enforcement action against the company, or terminating the contract. Data processors have direct obligations under the GDPR, primarily to only process data on instructions from the controller (us) and to implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk involved.

- 3.5 **Our Data Compliance Officer** has the following responsibilities:

- a) Briefing the trustees on Data Protection responsibilities
- b) Reviewing Data Protection and related policies
- c) Advising other staff and volunteers on Data Protection issues

- d) Ensuring that Data Protection induction and training takes place
- e) Handling subject access requests
- f) Approving unusual or controversial disclosures of personal data
- g) Ensuring contracts with Data Processors have appropriate data protection clauses
- h) Electronic security
- i) Approving data protection-related statements on publicity materials and letters
- j) Notifying the ICO of any data breaches

Any questions about this policy or any concerns that the policy has not been followed should be referred to them.

- 3.6 Before you collect or handle any personal data as part of your work (paid or otherwise) for BCVS, it is important that you take the time to read this policy carefully and understand what is required of you, as well as the organisation's responsibilities when we process data.
- 3.7 Our procedures will be in line with the requirements of this policy, but if you are unsure about whether anything you plan to do, or are currently doing, might breach this policy you must first speak to the Data Compliance Officer.

4. Confidentiality

- 4.1 Because confidentiality applies to a much wider range of information than Data Protection, BCVS has a separate Confidentiality Policy. This Data Protection Policy should be read in conjunction with BCVS Confidentiality Policy.
- 4.2 BCVS has a series of privacy statements for users, setting out how their information will be used. This is available on request, and a version of this statement will also be used on the BCVS web site. (See Appendix)
- 4.3 In order to provide some services, BCVS will need to share users' personal data with other agencies (Third Parties). Verbal or written agreement will always be sought from the user before data is shared. (also see Section 7)
- 4.4 Where anyone within BCVS feels that it would be appropriate to disclose information in a way contrary to the confidentiality policy, or where an official disclosure request is received, this will only be done after discussions with a manager or the Data Compliance Officer. All such disclosures will be documented.

5. Training and guidance

- 5.1 We will provide general training at least annually for all staff and volunteers to raise awareness of their obligations and our responsibilities, as well as to outline the law.

- 5.2 During annual appraisals staff and volunteers will be required to demonstrate how they have complied with GDPR and data protection over the year.
- 5.3 We may also issue procedures, guidance or instructions from time to time. Managers must set aside time for their staff to look at the implications of data protection for their work.

Section B – Our data protection responsibilities

6. What personal information do we process?

- 6.1 In the course of our work, we may collect and process information (personal data) about many different people (data subjects). This includes data we receive straight from the person it is about, for example, where they complete forms or contact us. We may also receive information about data subjects from other sources including, for example, previous employers and referring agencies.
- 6.2 We process personal data in both electronic and paper form and all this data is protected under data protection law. The personal data we process can include information such as names and contact details, education or employment details, age, health conditions and visual images of people.
- 6.3 In some cases, we hold types of information that are called “**special categories**” of data in the GDPR. This personal data can only be processed under strict conditions.
- 6.4 We will not hold information relating to criminal proceedings or offences or allegations of offences unless there is an overarching safeguarding requirement to process this data for the protection of children and adults who may be put at risk in BCVS. This processing will only ever be carried out according to the latest advice on safeguarding and our Safeguarding Officer.
- 6.5 Other data may also be considered ‘sensitive’ such as bank details, but will not be subject to the same legal protection as the types of data listed above.
- 6.6 The items of personal data that we keep about individuals are documented on our Data Register. The Data Register is reviewed annually to ensure that any new data types are included.

7. Making sure processing is fair and lawful

- 7.1 Processing of personal data will only be fair and lawful when the purpose for the processing meets a legal basis, as listed below, and when the processing is transparent. This means we will provide people with an explanation of how and why we process their personal data at the point we collect data from them, as well as when we collect data about them from other sources.

How can we legally use personal data?

7.2 Processing of personal data is only lawful if at least one of these legal conditions, as listed in Article 6 of the GDPR, is met:

- a) the processing is **necessary for a contract** with the data subject;
- b) the processing is **necessary for us to comply with a legal obligation**;
- c) the processing is necessary to protect someone's life (this is called "**vital interests**");
- d) the processing is necessary for us to perform a task in the **public interest**, and the task has a clear basis in law;
- e) the processing is **necessary for legitimate interests** pursued by BCVS or another organisation, unless these are overridden by the interests, rights and freedoms of the data subject.
- f) if none of the other legal conditions apply, the processing will only be lawful if the data subject has given their clear **consent**.

How can we legally use 'special categories' of data?

7.3 Processing of 'special categories' of personal data is only lawful when, in addition to the conditions above, one of the extra conditions, as listed in Article 9 of the GDPR, is met. These conditions include where:

- a) the processing is necessary for **carrying out our obligations under employment and social security and social protection law**;
- b) the processing is necessary for **safeguarding the vital interests** (in emergency, life or death situations) **of an individual** and the data subject is incapable of giving consent;
- c) the processing is carried out in the **course of our legitimate activities** and only relates to our members or persons we are in regular contact with in connection with our purposes;
- d) the processing is necessary for **pursuing legal claims**.
- e) if none of the other legal conditions apply, the processing will only be lawful if the data subject has given their **explicit consent**.

7.4 Before deciding which condition should be relied upon, we may refer to the original text of the GDPR as well as any relevant guidance, and seek legal advice as required.

What must we tell individuals before we use their data?

7.5 If personal data is collected directly from the individual, we will inform them in writing about; our identity/contact details, the reasons for processing, and the legal bases, explaining our legitimate interests, and explaining, where relevant, the consequences of not providing data needed for a contract or statutory requirement; who we will share the data with; if we plan to send the data outside of the European Union; how long the data will be stored and the data subjects' rights.

This information is commonly referred to as a 'Privacy Notice'. Privacy notices will be written for different types of data subjects (e.g. staff, volunteers, trustees, individual users) to ensure transparency and understanding.

- 7.6 Data Subjects will generally be informed in the following ways:
- a) Staff: in the staff handbook and during induction
 - b) Volunteers: in the volunteer welcome/support pack
 - c) Trustees: in the induction pack
 - d) Users: during their first contact with us they will be given a summary of the appropriate Privacy Notice and where they can view the full Notice. The full Privacy Notice will always be provided on request.
 - e) Access to the Data Register on our website
- 7.7 If data is collected from another source, rather than directly from the data subject, we will provide the data subject with the information described in section 7.5 as well as: the categories of the data concerned; and the source of the data.

This information will be provided to the individual in writing and no later than within **1 month** after we receive the data, unless a legal exemption under the GDPR applies. If we use the data to communicate with the data subject, we will at the latest give them this information at the time of the first communication.

If we plan to pass the data onto someone else outside of BCVS, we will give the data subject this information before we pass on the data.

8. When we need consent to process data

- 8.1 Where none of the other legal conditions apply to the processing, and we are required to get consent from the data subject, we will clearly set out what we are asking consent for, including why we are collecting the data and how we plan to use it. Consent will be specific to each process we are requesting consent for and we will only ask for consent when the data subject has a real choice whether or not to provide us with their data.
- 8.2 Consent can however be withdrawn at any time and if withdrawn, the processing will stop. Data subjects will be informed of their right to withdraw consent and it will be as easy to withdraw consent as it is to give consent.
- 8.3 BCVS acknowledges that, once given, consent can be withdrawn, but not retrospectively. There may be occasions where BCVS has no choice but to retain data for a certain length of time, even though consent for using it has been withdrawn.
- 8.4 Consent will normally not be sought for most processing of information about staff. Although staff details will only be disclosed for purposes unrelated to their work for BCVS (e.g. financial references) with their consent.
- 8.5 Information about volunteering opportunities will be made public according to the role, and consent will be sought from the organisation advertising the vacancy for (a) the means of contact they prefer to be made public, and (b) any publication of information which is not essential for their role

- 8.6 Information about users will only be made public with their consent (this includes photographs).
- 8.7 'Sensitive' data about users (including health information) will be held only with the knowledge and consent of the individual.
- 8.8 Consent should be given in writing, although for some services it is not always practicable to do so. In these cases verbal consent will always be sought to the storing and processing of data. In all cases it will be documented on the database that consent has been given.

9. Processing for specified purposes

- 9.1 We will only process personal data for the specific purposes explained in our privacy notices (as described above in section 7.5) or for other purposes specifically permitted by law. We will explain those other purposes to data subjects in the way described in section 7, unless there are lawful reasons for not doing so.

10. Data will be adequate, relevant and not excessive

- 10.1 We will only collect and use personal data that is needed for the specific purposes described above (which will normally be explained to the data subjects in privacy notices). We will not collect more than is needed to achieve those purposes. We will not collect any personal data "just in case" we want to process it later.
- 10.2 Data on any individual will be held in as few places as necessary, and all staff and volunteers will be discouraged from establishing unnecessary additional data sets.

11. Accurate data

- 11.1 We will make sure that personal data held is accurate and, where appropriate, kept up to date. The accuracy of personal data will be checked at the point of collection and at appropriate points later on.
- 11.2 Effective procedures are in place so that all relevant systems are updated when we become aware about any individual changes.
- 11.3 Staff and volunteers who keep more detailed information about individuals will be given additional guidance on accuracy in record keeping.
- 11.4 Data will be corrected if shown to be inaccurate.

12. Keeping data and destroying it

- 12.1 We will not keep personal data longer than is necessary for the purposes that it was collected for. We will comply with official guidance issued to our sector about retention periods for specific records.
- 12.2 Information about how long we will keep records for can be found in our Retention of Information Policy and Data Register. In line with this policy, all staff will annually review and destroy data they hold during April of each year.

13. Security of personal data

- 13.1 We will use appropriate measures to keep personal data secure at all points of the processing. Keeping data secure includes protecting it from unauthorised or unlawful processing, or from accidental loss, destruction or damage.
- 13.2 We will implement security measures which provide a level of security which is appropriate to the risks involved in the processing. Measures will include technical and organisational security measures. In assessing what measures are the most appropriate we will take into account the following, and anything else that is relevant:
- a) the quality of the security measure;
 - b) the costs of implementation;
 - c) the nature, scope, context and purpose of processing;
 - d) the risk (of varying likelihood and severity) to the rights and freedoms of data subjects;
 - e) the risk which could result from a data breach.
- 13.3 BCVS has 2 databases holding basic information about all users and volunteers. The back-ups of this data are password protected and taken off site outside office hours.
- 13.4 Any recorded information on users, volunteers and staff will be:
- a) Kept in locked cabinets marked as confidential
 - b) Protected by the use of passwords if kept on computer
 - c) Destroyed confidentially if it is no longer needed
- 13.5 Access to information on the databases are controlled by passwords and only those needing access are given the password. Staff and volunteers should be careful about information that is displayed on their computer screen and make efforts to ensure that no unauthorised person can view the data when it is on display.
- 13.6 Notes regarding personal data of users should be shredded or destroyed.
- 13.7 BCVS sometimes posts confidential or personal data, for example, quarterly accounts to trustees. This type of data must be securely posted by:

- a) Confirm the name and address of the recipient
- b) Seal the information in a double envelope, ensuring the packaging is sufficient to protect the contents during transit
- c) Mark the inner envelope 'Private and Confidential- To be opened by Addressee only'
- d) Make sure that there is nothing on the outer and inner envelope that would indicate that it contains personal information
- e) Ensure a return address is included on both the outer and inner envelopes in case it has to be returned for some reason
- f) When appropriate send the information by recorded delivery or by locally approved courier
- g) When necessary, ask the recipient to confirm receipt

14. Keeping records of our data processing

- 14.1 To show how we comply with the law we will keep clear records of our processing activities and of the decisions we make concerning personal data (setting out our reasons for those decisions).
- 14.2 Our Data Register is a summary of our processing activities.

Section C – Working with people we process data about (data subjects)

15. Data subjects' rights

- 15.1 We will process personal data in line with data subjects' rights, including their right to:
- a) request access to any of their personal data held by us (known as a Subject Access Request);
 - b) ask to have inaccurate personal data changed;
 - c) restrict processing, in certain circumstances;
 - d) object to processing, in certain circumstances, including preventing the use of their data for direct marketing;
 - e) data portability, which means to receive their data, or some of their data, in a format that can be easily used by another person (including the data subject themselves) or organisation;
 - f) not be subject to automated decisions, in certain circumstances; and
 - g) withdraw consent when we are relying on consent to process their data.
- 15.2 All data subjects have the right to request access to all information stored about them. Any subject access requests will be handled by the Data Compliance Officer within the required time limit.
- 15.3 Subject access requests must be in writing. All staff and volunteers are required to pass on anything which might be a subject access request to the Data Compliance Officer **immediately**.
- 15.4 All those making a subject access request will be asked to identify any other individuals who may also hold information about them, so that this data can be retrieved.

- 15.5 Where the individual making a subject access request is not personally known to the Data Compliance Officer their identity will be verified before handing over any information.
- 15.6 The required information will be provided in printed form unless the applicant makes a specific request to be given supervised access in person. Any information provided to data subjects will be concise and transparent, using clear and plain language.
- 15.7 BCVS will provide details of information to service users who request it unless the information may cause harm to another person.
- 15.8 Staff have the right to access their file to ensure that information is being used fairly. If information held is inaccurate, the individual must notify the Chief Executive so that this can be recorded on file.
- 15.9 We will act on all valid requests as soon as possible, and at the latest within **one calendar month** from the date on which the identity of the subject is confirmed, unless we have reason to, and can lawfully extend the timescale. This can be extended by up to two months in some circumstances.
- 15.10 All data subjects' rights are provided free of charge.

16. Direct marketing

- 16.1 We will comply with the rules set out in the GDPR, the Privacy and Electronic Communications Regulations (PECR) and any laws which may amend or replace the regulations around **direct marketing**. This includes, but is not limited to, when we make contact with data subjects by post, email, text message, social media messaging, telephone and fax.
- 16.2 BCVS will treat the following unsolicited direct communication with individuals as marketing:
- a) seeking donations and other financial support;
 - b) promoting any BCVS services;
 - c) promoting BCVS events;
 - d) promoting membership;
 - e) promoting sponsored events and other fundraising exercises;
 - f) marketing the products of BCVS Trading;
 - g) marketing on behalf of any other external company or voluntary organisation.
- 16.3 Whenever data is first collected which might be used for any marketing purpose, this purpose will be made clear, and the Data Subject will be given a clear opt out. If it is not possible to give a range of options, any opt-out which is exercised will apply to all BCVS marketing. BCVS does not have a policy of sharing lists, obtaining external lists or carrying out joint or reciprocal mailings.
- 16.4 BCVS will only carry out telephone marketing where consent has been given in advance, or the number being called has been checked against the Telephone Preference Service.

- 16.5 Whenever e-mail addresses are collected, any future use for marketing will be identified, and the provision of the address made optional.
- 16.6 Any direct marketing material that we send will identify BCVS as the sender and will describe how people can object to receiving similar communications in the future. If a data subject exercises their right to object to direct marketing we will stop the direct marketing as soon as possible.

Section D – working with other organisations & transferring data

17. Sharing information with other organisations

- 17.1 We will only share personal data with other organisations or people when we have a legal basis to do so and if we have informed the data subject about the possibility of the data being shared (in a privacy notice), unless legal exemptions apply to informing data subjects about the sharing. Only authorised and properly instructed staff are allowed to share personal data.
- 17.2 We will keep records of information shared with a third party, which will include recording any exemptions which have been applied, and why they have been applied. We will follow the ICO's statutory [Data Sharing Code of Practice](#) (or any replacement code of practice) when sharing personal data with other data controllers. Legal advice will be sought as required.

18. Data processors

- 18.1 Before appointing a contractor who will process personal data on our behalf (a data processor) we will carry out due diligence checks. The checks are to make sure the processor will use appropriate technical and organisational measures to ensure the processing will comply with data protection law, including keeping the data secure, and upholding the rights of data subjects. We will only appoint data processors who can provide us with sufficient guarantees that they will do this.
- 18.2 We will only appoint data processors on the basis of a written contract that will require the processor to comply with all relevant legal requirements. We will continue to monitor the data processing, and compliance with the contract, throughout the duration of the contract.

19. Transferring personal data outside the European Union (EU)

- 19.1 Personal data cannot be transferred (or stored) outside of the European Union unless this is permitted by the GDPR. This includes storage on a "cloud" based service where the servers are located outside the EU.
- 19.2 We will only transfer data outside the EU where it is permitted by one of the conditions for non-EU transfers in the GDPR.

Section E – Managing change & risks

20. Data protection impact assessments

- 20.1 When we are planning to carry out any data processing which is likely to result in a high risk we will carry out a Data Protection Impact Assessment (DPIA). These include situations when we process data relating to vulnerable people, trawling of data from public profiles, using new technology, and transferring data outside the EU. Any decision not to conduct a DPIA will be recorded.
- 20.2 We may also conduct a DPIA in other cases when we consider it appropriate to do so. If we are unable to mitigate the identified risks such that a high risk remains we will consult with the ICO.
- 20.3 DPIAs will be conducted in accordance with the ICO's Code of Practice '[Conducting privacy impact assessments](#)'.

21. Dealing with data protection breaches

- 21.1 Where staff or volunteers, or contractors working for us, think that this policy has not been followed, or data might have been breached or lost, this will be reported **immediately** to the Data Compliance Officer.
- 21.2 We will keep records of personal data breaches, even if we do not report them to the ICO.
- 21.3 We will report all data breaches which are likely to result in a risk to any person, to the ICO. Reports will be made to the ICO within **72 hours** from when someone in BCVS becomes aware of the breach.
- 21.4 In situations where a personal data breach causes a high risk to any person, we will (as well as reporting the breach to the ICO), inform data subjects whose information is affected, without undue delay. This can include situations where, for example, bank account details are lost or an email containing sensitive information is sent to the wrong recipient. Informing data subjects can enable them to take steps to protect themselves and/or to exercise their rights.

Date

Signed

Chair of BCVS Board

Chief Executive BCVS

Policy agreed: 7 December 2018

Policy reviewed: December 2020

Schedule 1 – Definitions and useful terms

The following terms are used throughout this policy and have their legal meaning as set out within the GDPR. The GDPR definitions are further explained below:

Data controller means any person, company, authority or other body who (or which) determines the means for processing personal data and the purposes for which it is processed. It does not matter if the decisions are made alone or jointly with others. The data controller is responsible for the personal data which is processed and the way in which it is processed. We are the data controller of data which we process.

Data processors include any individuals or organisations, which process personal data on our behalf and on our instructions e.g. an external organisation which provides a payroll bureau service for us. This definition will include the data processors' own staff (note that staff of data processors may also be data subjects).

Data subjects include all living individuals who we hold or otherwise process personal data about, including individual contacts within organisations we have contact with. A data subject does not need to be a UK national or resident. All data subjects have legal rights in relation to their personal information. Data subjects that we are likely to hold personal data about include:

- a) individual users and individuals within organisations;
- b) our employees (and former employees);
- c) consultants/individuals who are our contractors or employees working for them;
- d) job applicants
- e) volunteers;
- f) trustees;
- g) complainants;
- h) donors/supporters;
- i) enquirers;
- j) friends and family;
- k) advisers and representatives of other organisations.

ICO means the Information Commissioners Office which is the UK's regulatory body responsible for ensuring that we comply with our legal data protection duties. The ICO produces guidance on how to implement data protection law and can take regulatory action where a breach occurs.

Personal data means any information relating to a natural person (living person) who is either identified or is identifiable. A natural person must be an individual and cannot be a company or a public body. Representatives of companies or public bodies would, however, be natural persons.

Personal data is limited to information about living individuals and does not cover deceased people.

Personal data can be factual (for example, a name, address or date of birth) or it can be an opinion about that person, their actions and behaviour.

Privacy notice means the information given to data subjects which explains how we process their data and for what purposes.

Processing is very widely defined and includes any activity that involves the data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data including organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing can also include transferring personal data to third parties, listening to a recorded message (e.g. on voicemail) or viewing personal data on a screen or in a paper document which forms part of a structured filing system. Viewing of clear, moving or stills images of living individuals is also a processing activity.

Special categories of data (as identified in the GDPR) includes information about a person's:

- a) Racial or ethnic origin;
- b) Political opinions;
- c) Religious or similar (e.g. philosophical) beliefs;
- d) Trade union membership;
- e) Health (including physical and mental health, and the provision of health care services);
- f) Genetic data;
- g) Biometric data;
- h) Sexual life and sexual orientation.

Schedule 2 – ICO Registration

Data Controller: Bournemouth Council for Voluntary Service

Registration Number: Z6998588

Date Registered: 01/08/2002

Registration Expires: 31/07/2019

Address:

Boscombe Link
3-5 Palmerston Road
Bournemouth
BH1 4HN

Appendix: Privacy statement

Please Note: This statement applies to information that we obtain that is not already in the public domain.

When you request information from Bournemouth Council for Voluntary Service, sign up to any of our services or buy things from us, Bournemouth Council for Voluntary Service obtains information about you. This statement explains how we look after that information and what we do with it.

We have a legal duty under GDPR to prevent your information falling into the wrong hands. We must also ensure that the data we hold is accurate, adequate, relevant and not excessive. How we look after your data is set out in our Data Protection Policy, Confidentiality Policy and Data Register (available on request and on our website at: www.bournemouthcvs.org.uk/bcvspolicies.asp)

Normally the only information we hold comes directly from you. Whenever we collect information from you, we will make it clear which information is required in order to provide you with the information, service or goods you need. You do not have to provide us with any additional information unless you choose to. We store your information securely on our computer system, we restrict access to those who have a need to know, and we train our staff in handling the information securely.

If you have signed up to training or other service we will also pass your details to the professional worker providing that service. That worker may hold additional information about your participation in these activities. Processing this information is in our legitimate interest to make sure we deliver the best service we can to meet your needs.

We would also like to contact you in future to tell you about other services we provide, to keep you informed of what we are doing and ways in which you might like to support Bournemouth Council for Voluntary Service. We need your clear, explicit consent to send you this information. You have the right to ask us not to contact you in this way. We will always aim to provide a clear method for you to opt out. You can also contact us directly at any time to tell us not to send you any future marketing material. If you would like to receive email communications from one of our 10 e-networks please visit our website and let us know which of the 10 groups you would like to subscribe to. You will never be automatically subscribed without prior consent and recipients can unsubscribe at any time.

Very occasionally we may carry out a joint mailing with carefully selected other organisations, in order to tell you about products and services we think you might be interested in and so in your interests. Again, you have the right to opt out of this.

You have certain rights under UK law (see: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>) You have the right to have inaccurate information changed and a copy of all the information we hold about you (apart from a very few things which we may be obliged to withhold because they concern other people as well as you). To ask for changes, or obtain a copy of the information we hold, write or e-mail our Data Compliance Officer at Bournemouth Council for Voluntary Service. We aim to reply as promptly as we can and, in any case, within the legal maximum of 30 days from the date your identity has been verified.

If have any concerns about the data we hold on you, you can raise these with our Data Compliance Officer by writing to them or e-mailing contactus@bournemouthcvs.org.uk requesting it for their attention. You also have the right to lodge a complaint with the Information Commissioner's Office <https://ico.org.uk/concerns/> .

Contact details: Bournemouth CVS, Boscombe Link, 3-5 Palmerston Road, Bournemouth, BH1 4HN. 01202 466130, contactus@bournemouthcvs.org.uk.