



VOLUNTARY ACTION DONCASTER

Privacy Policy

This document has been produced to explain how Voluntary Action Doncaster manages the information that we hold about you (your personal data).

Your personal data – What is it?

Personal data is information that relates to a living individual who can be identified from the data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession.

The law on data protection

How we process your personal data is governed in law by the Data Protection Act and General Data Protection Regulation 2016/679 (the "GDPR").

Who are we?

Voluntary Action Doncaster is a registered charity (Charity Number 1184116).

For most of the data we collect, Voluntary Action Doncaster is the data controller. This means we decide how your personal data is processed and for what purposes. We take your privacy seriously.



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In some cases Voluntary Action Doncaster is also the data processor; this means we act on behalf of another organisation and that organisation is the data controller.

What information do we collect about you?

We may collect and process the following information about you:

- Information including your name, address, job title and function, organisation, email address, telephone number and other related details.
- Information that you provide voluntarily on our website, www.voluntaryactiondoncaster.org.uk. This includes information provided at the time of registering to our site, subscription to our services or requesting further services via our websites.
- A record of our contact with you through all channels i.e. online, in person, by telephone etc.
- Website usage information is collected using cookies (see section on Use of Cookies).

How do we process your personal data?

Voluntary Action Doncaster complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We are only allowed to use personal data about you if we have a legal basis to do so, and we are required to tell you what that legal basis is. We have set out in the table below: the personal data which we collect from you, how we use it, and the legal ground on which we rely when we use the personal data.

In some circumstances we can use your personal data if it is in our legitimate interest to do so, provided that we have told you what that legitimate interest is. A legitimate interest is when we have a business or commercial reason to use your information which, when balanced against your rights, is justifiable. If we are relying on our legitimate interests, we have set that out in the table below.



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What we use your personal data for	What personal data we collect	Our legal grounds for processing	Our legitimate interests (if applicable)
To register you as a new or prospective client	<ul style="list-style-type: none"> • Identity • Contact 	<ul style="list-style-type: none"> • Performance of a contract with you 	
To process and deliver our engagement	<ul style="list-style-type: none"> • Identity • Contact • Transaction • Financial data 	<ul style="list-style-type: none"> • Performance of a contract with you 	
To manage payments or collect and recover money owed to us	<ul style="list-style-type: none"> • Identity • Contact • Transaction 	<ul style="list-style-type: none"> • Performance of a contract with you • Legitimate interests 	To recover any debts owed to us
To provide services to you, including support with volunteering, services and referrals	<ul style="list-style-type: none"> • Identity • Contact • Health 	<ul style="list-style-type: none"> • Consent 	
To enable us to comply with employment legislation and best practice	<ul style="list-style-type: none"> • Identity • Contact • Health • Employment status 	<ul style="list-style-type: none"> • Employment • Necessary to comply with a legal obligation 	
To manage our relationship with you, including notifying you about changes to our terms or privacy notices	<ul style="list-style-type: none"> • Identity • Contact • Transaction 	<ul style="list-style-type: none"> • Performance of a contract with you • Necessary to comply with a legal obligation • Legitimate interests 	To keep our records up to date
To enable us to gather feedback about our services	<ul style="list-style-type: none"> • Identity • Contact • Transaction 	<ul style="list-style-type: none"> • Performance of a contract with you • Legitimate interests • Consent 	To study how clients and contacts use our services and to improve our business
To administer and protect our business and our website	<ul style="list-style-type: none"> • Transaction • Technical • Usage 	<ul style="list-style-type: none"> • Legitimate interests 	Running our business, provision of administration and IT services, network security



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What we use your personal data for	What personal data we collect	Our legal grounds for processing	Our legitimate interests (if applicable)
To inform you of news and events relevant to the VCF sector	<ul style="list-style-type: none"> • Identity • Contact • Marketing and communications • Usage • Profile 	<ul style="list-style-type: none"> • Consent 	
To use data analytics to improve our website, products / services, marketing, customer relationships and experiences	<ul style="list-style-type: none"> • Technical • Usage • Profile 	<ul style="list-style-type: none"> • Legitimate interests 	To define types of clients and contacts for our services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy
To make suggestions and recommendations to you about the services that may be of interest to you	<ul style="list-style-type: none"> • Identity • Contact • Marketing and communications • Technical • Profile • Usage 	<ul style="list-style-type: none"> • Legitimate interests 	To develop our services and grow our business

Your rights and your personal data

You have the following rights over your data:

Right of Access

You have the right to ask for a copy of the information Voluntary Doncaster hold about you. If you would like a copy of the information held about you please send an email to voluntaryactiondoncaster@gmail.com.

Right to Rectification

The accuracy of your information is important to us. If you change your contact details, or any of the other information we hold is inaccurate or out of date, please contact us.



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Rights over how we use your data

You have the right to:

- Object to our use of your personal data (known as the right to object); or
- Ask us to delete the personal data (known as the right to erasure); or
- Request the restriction of processing.

There may be legal reasons why we need to keep or use your data, which we will tell you if you exercise one of the above rights.

Right to Data Portability

On request we will provide a copy of the personal data we hold about you, in a CSV format.

Right to be Informed

How your data is processed is explained in this Privacy Notice.

Rights related to Automated Profiling

Not to be subject to a decision when it is based on automated processing or it produces a legal effect or a similarly significant effect on the individual.

How long we keep data about you

We will keep data for as long as is needed to complete the task for which it was collected.

Relationships between Voluntary Action Doncaster and its funders are often long term, and so we expect to keep your data for as long as is stipulated under our funding agreement or for as long as that relationship exists, or until we no longer need it.

Sharing your personal data

Your personal data will be treated as strictly confidential, and will be stored and accessed only by staff at Voluntary Action Doncaster. We will only share your data with third parties outside of Voluntary Action Doncaster with your knowledge.



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Special categories of data

Under GDPR, certain categories of data are described as 'Special categories of data', also known as sensitive data. Among others, this includes information about your health and your religion. The two conditions under which we process special categories of data about you are where you have given explicit consent (which you can withdraw at any time) or where we need them for employment purposes.

Withdrawing your Consent

Where we hold your data on the basis that you have given consent, you can withdraw your consent at any time by emailing voluntaryactiondoncaster@gmail.com.

For communications consent, you can contact us as above or you can click 'Unsubscribe' on any of our communications.

Please note that all processing of your personal data will cease once you have withdrawn consent but this will not affect any personal data that has already been processed prior to this point, unless you also ask for data to be deleted.

Cookies Policy

We use cookies on our website to provide you with a better user experience. We do this by placing a small text file on your device/ computer to track how you use the website. By using our website you agree to using cookies. Some cookies will be saved for specific time periods, whereas some may last indefinitely. Your web browser should provide you with controls to manage and delete cookies from your device, please see your web browser options.

Changes to our privacy statement

We keep our privacy statement under regular review and we will place any updates on our website.



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This privacy statement was last updated on **5th May 2020**.

Complaints Procedure

If you have any queries regarding your account or if you wish to make a complaint about the Service please contact voluntaryactiondoncaster@gmail.com. Every effort will be made to resolve your issue.