



## **PRIVACY NOTICE**

### **Our contact details**

**Name:** Castle Point Association of Voluntary Services (CAVS)

**Address:** The White House, Rear of Council offices, Kiln Road, Benfleet, SS7 1BU

**Phone number:** 01268 214000

**Email:** [office@cavsorg.uk](mailto:office@cavsorg.uk)

**Website:** <https://www.cavsorg.uk/>

**Registered Charity No:** 1103968

**Company No:** 4856677

### **About us**

Castle Point Association of Voluntary Services is an independent charity known as a council for voluntary services or CVS. We provide a range of services to support and develop the voluntary, community, faith and social enterprise or third Sector. These include:

- Providing information (through website, social media and in person)
- Supporting local people and organisations
- Promoting local organisations or projects and initiatives
- Training
- Volunteering
- Projects and programmes of work

To do this, we process people's personal information, this makes us a Data Controller. This means that we follow the guidance of the Information Commissioners Office to ensure we comply with UK law and the fair treatment of individuals. We decided what information we collect, how we store and use it, and ensure its safety.

### **The type of personal information we collect**

To enable us to provide support and undertake our work, we require personal information. This is provided to us directly by yourself so that you can register for our services or to facilitate your work as a volunteer.

### **We currently collect and process the following information**

- Personal identifiers, contacts, characteristics (for example, name and contact details). This is information to help us identify who you are.
- Some 'Special Category Data' (for example, date of birth, gender, marital status, ethnicity, languages spoken, health, and social circumstances). We need to collect this to enable us to provide services to you or to facilitate your work as a staff member, volunteer, contractor, CAVS member, service user or job applicant.
- CAVS will only collect criminal conviction data where it is appropriate, given the nature of the role, and where the law permits us.
- Photos, videos, audio files. We take these at some of our events and use them to promote our services.

We only collect the information we need to complete our work and with your permission.

### **How we get the personal information and why we have it**

The information we collect is provided by yourself. This could be by filling in a form, emailing us, phoning us, talking to us face to face or completing a form from our web pages.

### **Legal basis**

The law requires us to have a legal basis for collecting and processing your information and our legal basis is for the Performance of Contract, consent, legitimate interest or legal obligation. This is because,

- CAVS provides a service to you
- You have given CAVS permission to do so. This permission maybe explicit (you have signed a form) or implicit (you have used a service we provide such as our website)
- Processing your personal information is in CAVS legitimate interests
- CAVS is compliant with the legal framework

We also have contractual obligations with the organisations who fund our projects. If this affects you, then you will be informed prior to our taking your information.

### **How we store and use your personal information**

Any personal information that CAVS hold will only be used by members of CAVS to inform you about services available to you; to provide a service to you or to facilitate your working for CAVS as a volunteer.

We take the security of your personal data seriously. We have internal policies and strict controls in place to try and ensure your data is not lost, accidentally destroyed, misused or disclosed and to prevent unauthorised access.

Your information is securely stored at our office at the address above and on our systems that are based in the UK.

Castle Point Association of Voluntary Services will retain your personal information only for as long as it is necessary for the purposes set out in our Privacy Policy. We will retain and use your information to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our policies.

### **Retention**

According to the nature of your involvement with us, the duration that we retain your information will vary. If you require more information about our retention policy, please contact us.

### **Sharing information**

We do not share your personal information with companies, organisations, or individuals except in the following cases:

- With your consent – We will only share personal information outside of CAVS when we have your consent. For example, if you are a member of one of our projects we may share your information with the organisation that funds the project. However this would only be with your consent and we would make you aware of the information we are sharing. We'll ask for your explicit consent to share any sensitive personal information.
- For legal reasons – We will share personal information if required to by law enforcement authorities, if a situation arose that required national security forces needing access or another legal obligation compelled us.
- Data is shared with trusted third parties for the following reasons: IT business support, safeguarding purposes, or employment law advice and support.
- We do not share your data with organisations outside of the European Economic Area (EEA).
- CAVS is contracted to deliver Social Prescribing services and works with and within GP Practices. Clients/Patients who are supported by all of CAVS services are recorded on their system, called Systm 1 which states that you are being supported by CAVS services. No other personal information is shared on Systm 1 unless you consent for us to do so.

We may share non-personal identifiable information publicly and with our partners. For example, to show trends about the general use of our services.

### Your data protection rights

We respect your data protection rights and want to do our best to support you. Under data protection law, you have rights including:

- **Your right to be informed** – You have the right to be informed about the collection and use of your data
- **Your right of access** – You have the right to ask us for copies of your personal information
- **Your right the rectification** – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete
- **Your right to erasure** – You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** – You have the right to ask us to restrict the processing of your personal information in certain circumstances
- **Your right to object to processing** – You have the right to object to the processing of your personal information in certain circumstances
- **Your right to data portability** – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the contact details above if you wish to make a request or if you want to update your information or you change your mind about giving it to us. We have a specific subject access request form available for this purpose.

### Specific information about our Website

#### Log files

CAVS website follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this as part of hosting services analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analysing trends, administering the site, tracking user's movement on the website, and gathering demographic information.

### **Cookies and Web beacons**

Like any other website, CAVS website uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimise the users' experience by customising our web page content based on visitor' browser type and/or other information.

### **Changes to this Privacy Notice**

All our Data Protection policies (including our Privacy Policy) are reviewed annually. Should you require further information this policy is available to you upon request.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us using these details.

**Our contact details are:** Castle Point Association of Voluntary Services, The White House, Kiln Road, Benfleet, SS7 1BU

Telephone number: 01268 214000. Email: [consent@cavsorg.uk](mailto:consent@cavsorg.uk)

You can also complain to the ICO if you are unhappy with how we use your data.

**Contact details:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Helpline number 0303 123 1113

ICO Website: <https://www.ico.org.uk>