

snvb - Privacy and Data Protection Policy

snvb (“We”) are committed to protecting and respecting personal privacy.

We will ensure that all personal information supplied is held securely in accordance with the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018

The Data Protection Controller (DPC) is the CEO who ensures that snvb maintains day-to-day compliance with the Act.

The contact details for the DPC are: Chief Executive Officer, snvb, Volunteer Centre, Whittons Lane, Towcester, NN12 6YZ. 01327 358264. info@snvb.org.uk

Data Protection Principles

We will comply with the principles of data protection (the Principles) enumerated in the EU General Data Protection Regulation. We will make every effort possible in everything we do to comply with these principles. The Principles are:

1. **Lawful, fair and transparent**
Data collection must be fair, for a legal purpose and we must be open and transparent as to how the data will be used.
2. **Limited for its purpose**
Data can only be collected for a specific purpose.
3. **Data minimisation**
Any data collected must be necessary and not excessive for its purpose.
4. **Accurate**
The data we hold must be accurate and kept up to date.
5. **Retention**
We cannot store data longer than necessary.
6. **Integrity and confidentiality**
The data we hold must be kept safe and secure.

Lawful basis for processing data

We are required to have a “Lawful Basis” for processing data. The GDPR requires that at least one of the following conditions must apply whenever we process personal data:

1. **Consent**
We hold recent, clear, explicit, and defined consent for the individual’s data to be processed for a specific purpose.
2. **Contract**
The processing is necessary to fulfil or prepare a contract for the individual.
3. **Legal obligation**
We have a legal obligation to process the data (excluding a contract).
4. **Vital interests**
Processing the data is necessary to protect a person’s life or in a medical situation.
5. **Public function**
Processing necessary to carry out a public function, a task of public interest or the function has a clear basis in law.
6. **Legitimate interest**
The processing is necessary for our legitimate interests. This condition does not apply if

there is a good reason to protect the individual's personal data which overrides the legitimate interest.

Whose data do we collect?

- Staff
- Volunteers
- Any person/organisation wishing to receive communication from us
- Individuals relating to snvb projects (eg Brackley Area Volunteer Car Service, Garden Buddies, Voluntary Group Support (LIO) etc).
- Organisations using our Volunteer Brokerage service
- Individuals/organisations attending meetings/events and related correspondence

Information we may collect

We may collect and process the following data, which is provided by filling in forms on our website or on paper or downloaded forms. This information is generally provided at the time of registering to use any of our services and varies depending on the requirements for each service. Data includes, but is not limited to:

- Name(s), addresses, email, telephone numbers and other relevant contact details
- Relevant family or friends information and next of kin
- Occupation, skills and professional networks
- Relevant information regarding accessible information requirements (eg disability)
- Vehicle details (staff & volunteers)
- Emergency details i.e. medical details, GP details, medication, key safe numbers, school details for staff/volunteers
- Details of referees
- + any other personal details that may be relevant to a specific project or range of work

If people contact us, we may keep a record of that correspondence.

We may also ask clients to complete surveys that we use for research purposes, although response is optional and name or any other personal details do not have to be given.

We collect certain details of visits to our website including, but not limited to, traffic data, location data, weblogs and other communication data.

Data storage and retention

- Some personal data may be stored by third parties. For example the system used by snvb for volunteer brokerage is a cloud-based system with volunteer and organisation records held on a remote database. This data is stored securely according to GDPR compliant agreements between snvb and the third party.
- Main server backups of all data are carried out daily and copied to a cloud service. This data is stored following strict GDPR regulations - idrive.com/gdpr
- Records are stored for employees/volunteers for the duration of their service and for up to 7 years after their service ends
- Service User records are stored for as short a time as possible after that user leaves the service, commensurate with the requirements of the snvb project and its funder(s).
- When hard copy personal data is selected for disposal, it is shredded and disposed of to ensure that it is not legible.

- All hard copy records that are not due for disposal are locked away securely.
- Computer data identified for disposal is held securely before deleting from the system.
- All records held on a computer that are not due for disposal are kept in a secure manner by designated staff on systems protected by password.

Responsibilities of the Staff

It is the responsibility of each individual collector of data to be aware of the General Data Protection Regulations 2018 such as keeping records up to date and accurate, and its impact on the work they undertake on behalf of snvb.

Any breach of this Policy, whether deliberate, or through negligence may lead to disciplinary action being taken or even a criminal prosecution.

All members of staff are responsible for ensuring that:

- Any personal data they hold, whether in electronic or paper format, is kept securely.
- Personal information is not disclosed deliberately or accidentally in any way to any unauthorised third party.

Uses made of the information

We store and use the information provided to us in a variety of ways.

- Some personal information is required for us to supply our clients with services. For example...
 - we require the name and address of our Brackley Area Voluntary Car Service passengers to book car journeys and travel to the client's house.
 - we require certain medical information to ensure that clients are dealt with safely.
 - we need some personal information to provide statistics and reports to our funders.

This data is required for us to supply the service and falls under the GDPR Lawful Basis of "**Contract**".

- We may use contact information to provide up to date information regarding our services or news about the voluntary sector. For example...
 - regular e-Bulletins with information about funding etc
 - newsletters with news of our projects or of the voluntary sector.

We will ask specifically for permission to send this information. This falls under the GDPR Lawful Basis of "**Consent**".

Disclosure of information

We may disclose personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose personal data to the prospective seller or buyer of such business or assets.
- If we, or substantially all of our assets, are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets.
- If we are under a duty to disclose or share personal data in order to comply with any legal obligation, or to protect the rights, property, or safety of snvb, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

This use of data falls under the GDPR Lawful Basis of "**Legal Obligation**".

We will never give or sell personal information to organisations or individuals for marketing or similar purposes.

Access to personal information

The Act gives the right to access personal information and to require that it is updated or deleted. Right of access can be exercised in accordance with the Act by contacting the Data Protection Controller (contact details above)

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to info@snyb.org.uk

Cookies Policy

Our website uses cookies to distinguish users from other users of our website. This helps us to provide a good experience when browsing the website and also allows us to improve the site. By continuing to browse the site, users are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on the user's browser or the hard drive of their computer if they agree. Cookies contain information that is transferred to the computer's hard drive. We use the following cookies:

- **Strictly necessary cookies:** These are cookies that are required for the operation of our website. They include, for example, cookies that enable users to log into secure areas of our website.
- **Analytical/performance cookies:** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies:** These are used to recognise users when they return to our website. This enables us to personalise content, greet users by name and remember preferences (for example, choice of language or region).
- **Targeting cookies:** These cookies record visit to the website, the pages visited and the links followed. We use this information to make the website more relevant to users' interests. We may also share this information with third parties for this purpose.

Cookies can be blocked by activating browser settings to refuse the storage of all or some cookies. However, if all cookies are blocked (including essential cookies) some parts of the site may not be accessible.