



PRIVACY STATEMENT

This document sets out what information Harrogate & Ripon Centres for Voluntary Service (HARCVS) records about you and what we do with it. Please read it carefully and let us know if you have any questions.

Your privacy is important to us

We don't ask for your personal information unless we need it and don't keep it for longer than necessary.

We don't share your personal information with anyone except to comply with the law or where it is necessary for us to provide our services.

Processing Personal Data

'Personal Data' is information that can be associated with or which relates to a person and/or could be used to identify a person.

Some visitors to the HARCVS website (www.harcvs.org.uk) choose to interact with the site in ways that require HARCVS to gather personal data (such as name and email address) in order to provide HARCVS services. These services include booking on to an event, becoming a HARCVS member, joining a HARCVS Forum or Network, using our information service or making an enquiry to volunteer. We do not need your consent to record this information as we cannot provide a service without being able to hold details and to be able to communicate with you. This basis for processing data is 'legitimate interest'.

The amount and type of information that we gather depends on the service we are providing. In each case, HARCVS only collects such information that is necessary or appropriate to be able to provide the chosen service. HARCVS does not disclose personal data other than as described below. Visitors to the website can always refuse to supply personal data, with the understanding that it may prevent them from receiving certain services from HARCVS.

HARCVS will only keep personal data for as long as necessary to provide a service. In some circumstances, we may also retain your information for one full financial year (April to March) so that we can fulfil our obligations to report to our funders. After that time, we will keep anonymous statistics, but will delete all personal data about you.

Protection of Personal Data

HARCVS is registered with the Information Commissioner's Office (ICO) and takes all measures reasonably necessary to protect against the unauthorised access, use, alteration or destruction of personal data. HARCVS discloses personal data only to those of its employees, contractors and affiliated organisations that:

- i. need to know that information in order to process it on our behalf or to provide services available at HARCVS,
- ii. have agreed not to disclose it to others and
- iii. comply with the General Data Protection Regulation (GDPR).

By using the HARCVS website and services, you consent to the transfer of such information to them. HARCVS will never rent or sell personal data to anyone.

Other than to its employees, contractors and affiliated organisations, as described above, HARCVS discloses personal data only when required to do so by law, or when we believe in good faith that disclosure is reasonably necessary to protect the property or rights of HARCVS, third parties or the public at large, in accordance with the HARCVS Information Management Policy (available on request).

Processing Non-Personal Data

'Non-Personal Data' is any information that does not relate to a person and/or cannot be used to identify a person.

HARCVS uses non-personal data (anonymous) information of the sort that web browsers and servers typically make available, such as the browser type, referring site and the date and time of each visitor request. Our purpose is to better understand how visitors use our website. From time to time, HARCVS may release non-personal data e.g. by publishing a report on the usage of our website.

HARCVS also has access to personally-identifying information like Internet Protocol (IP) addresses. However we do not use such information to identify our website visitors and do not disclose such information, other than under the same circumstances that we use and disclose personal data.

Cookies

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. The aim is to provide the best browsing experience, by using the visitor's website access preferences. HARCVS website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using the HARCVS website.

Links to and from our HARCVS website

This site contains links to and from other organisations' websites. This statement only applies to the HARCVS website you are currently visiting. If you visit another website, please read their Privacy Statement to find out how they use your personal information.

Your rights as a Data Subject

If you sign up to receive HARCVS services we need to record personal information about you in order to be able to provide you with the service.

Every newsletter and information update from HARCVS contains instructions on how to opt out of receiving a service. If you have any concerns or believe that your request for change has not occurred, please contact cvs@harcvs.org.uk

You are entitled to see the information we hold about you at any time. If you want to see it, please ask us for a Subject Access Request form by emailing cvs@harcvs.org.uk or writing to us at HARCVS, Community House, 46 – 50 East Parade, Harrogate HG1 5RR

You also have the right to lodge a complaint if you believe that the information we hold

- is not secure
- has been shared inappropriately,
- is inaccurate
- is being kept for longer than necessary
- has been collected for one reason but is being used for another.

You should first raise any concern, with us, but if we are unable to resolve your concerns to your satisfaction, you can contact the Information Commissioner's Office on 0303 123 1113 or online at www.ico.org.uk

Privacy Policy Statement Changes

Although most changes are likely to be minor we encourage you to review this Privacy Statement from time to time for any changes. Your continued use of the HARCVS website and/or continued provision of personally identifiable information to us will be subject to the terms of the then-current Privacy Statement.

Contact Details for Data Privacy Enquiries

If you have any queries or concerns about this Privacy Statement please contact our Head of Practical Support Services, who is our Data Protection Officer. They can be contacted as follows:

Phone: 01423 504074
E mail: cvs@harcvs.org.uk
Post: c/o Data Protection Officer, HARCVS,
Community House, 46 – 50 East Parade, Harrogate HG1 5RR

Harrogate and Ripon Centres for Voluntary Service is the Data Controller and this covers all the services provided by HARCVS including the Harrogate Easier Living Project (HELP).

Registered charity number 1144758 and registered company number 7760477.