



Privacy Statement

1. The type of personal information we collect.

We currently collect and process the following information:

- Personal identifiers such as name, title, email address, physical address, telephone numbers and job title. We may also ask for some additional, non-personal information.
- Special category data in the form of sensitive Personal Information which can include information about a person's health and race.

2. How we get the personal information and why we have it

We will collect personal information from you when you or your organisation enquire about our activities, register as a member with us or subscribe to one of our services.

We may collect special category data, for equality and monitoring purposes or to provide the most appropriate service to our supported volunteering clients.

We may also receive personal information indirectly from 3rd parties who have obtained the consent of the individual involved.

This data will only be used to process your requests, to provide you with our services, and to provide you with information relating to our services. We will not pass on your details to anyone else without your express permission except when legally required to do so.

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information are:

- legitimate interest. We take responsibility for demonstrating that our use of personal data is in line with people's reasonable expectations and wouldn't have an unwarranted impact on them.

3. How we store your personal information

We will take reasonable precautions to prevent the loss, misuse or alteration of information you give us.

We will ensure that your information is stored securely and that only those with a legitimate interest are able to access it.

We will only keep your information for as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations. For specific timings see our Data protection policy

Once we have finished with your information we will delete it securely.

4. Your data protection rights.

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to 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.

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- **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 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 at enquiries@cambridgecvs.org.uk or 01223 464696 if you wish to make a request.

5. How to Complain

if you have any concerns about our use of your personal information, you can make a complaint to us at enquiries@cambridgecvs.org.uk You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe house, Water lane, Wilmslow, SK9 5AF

Helpline number: 0303 123 1113

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

6. Other information

Communications in connection with CCVS may be sent by e-mail. For ease of use and compatibility, communications (other than payments where applicable) will not be sent in an encrypted form unless you require it.

Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects, we cannot bear responsibility for all communications being virus-free.

If cookies are used, they will only be used to assist the purposes set out in this privacy policy, but cookies will not be used if we do not consider them to be necessary.

Links within our website to other websites are not covered by this privacy policy.

This statement should be read alongside the CCVS [data protection policy](#)

Cambridge Council for Voluntary Service (CCVS) is a company limited by guarantee registered in England and Wales, registered company number: 3731848; and a charity registered in England and Wales, registered charity number 1074947.

Contact: 16-18 Arbury Court, Cambridge, CB4 2JQ, by email enquiries@cambridgecvs.org.uk and by phone on 01223 464696.